



**LIBRARY AND INFORMATION SERVICES OF
INDIAN PARLIAMENT LIBRARY:
A SURVEY**

DISSERTATION

SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS

FOR THE AWARD OF THE DEGREE OF

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Dedicated to
My
Loving Parents
&
Sisters

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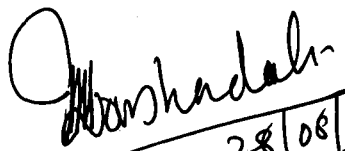


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CERTIFICATE

This is to certify that *Miss Shaila Deeva*, bearing *Roll No. 415* has completed her dissertation entitled "*Library and Information Services in Indian Parliament Library: A Survey*" under my supervision in partial fulfilment of the requirements for the award of the *Degree of Master of Library and Information Science* (2001-2002). I deem it fit for submission.


28/08/02
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Contents

| | <i>Page No.</i> |
|---|-----------------|
| <i>Chapter – 1</i> | |
| <i>Introduction</i> | <i>1-47</i> |
| <i>Chapter – 2</i> | |
| <i>Review of Related Literature</i> | <i>48-64</i> |
| <i>Chapter – 3</i> | |
| <i>Methodology</i> | <i>65-72</i> |
| <i>Chapter – 4</i> | |
| <i>Analysis and Interpretation</i> | <i>73-85</i> |
| <i>Chapter – 5</i> | |
| <i>Conclusion, Findings & Suggestions</i> | <i>86-92</i> |
| <i>Appendix</i> | |
| <i>Questionnaire</i> | <i>93-96</i> |

List of Tables

| <i>S.No.</i> | <i>Title</i> | <i>Page No.</i> |
|--------------|--|-----------------|
| <i>1.0</i> | <i>Distribution of Questionnaire</i> | |
| <i>1.1</i> | <i>Political Parties wise</i> | <i>74</i> |
| <i>1.2</i> | <i>Gender wise</i> | <i>75</i> |
| <i>2.0</i> | <i>Frequency of Library visit</i> | <i>76</i> |
| <i>3.0</i> | <i>Awareness to the library services</i> | <i>77</i> |
| <i>4.0</i> | <i>Utilization of the library services</i> | <i>78</i> |
| <i>5.0</i> | <i>Opinion about the library services</i> | <i>79</i> |
| <i>6.0</i> | <i>Utility of sources</i> | <i>80</i> |
| <i>7.0</i> | <i>Users strategy for searching the document</i> | <i>82</i> |
| <i>8.0</i> | <i>Utility of computerized and online services</i> | <i>82</i> |
| <i>9.0</i> | <i>Frequency of Internet use</i> | <i>83</i> |
| <i>10.0</i> | <i>Purpose of seeking information</i> | <i>84</i> |
| <i>11.0</i> | <i>View about the staff</i> | <i>85</i> |

List of Figures

| <i>S. No.</i> | <i>Title</i> | <i>Page No.</i> |
|---------------|--|-----------------|
| <i>1.</i> | <i>Utilization of Library Services</i> | <i>78A</i> |
| <i>2.</i> | <i>Utility of Sources</i> | <i>80A</i> |

List of Abbreviation

| | | |
|----------------|---|---|
| <i>ABLC</i> | - | <i>Akhil Bhartiya Loktan Trik Congress</i> |
| <i>AIADMK</i> | - | <i>All India Anna Dravida Munnetra Kazhagam</i> |
| <i>BJD</i> | - | <i>Biju Janata Dal</i> |
| <i>BJP</i> | - | <i>Bharatiya Janata Party</i> |
| <i>BPST</i> | - | <i>Bureau of Parliamentary Studies and Training</i> |
| <i>BSP</i> | - | <i>Bahujan Samaj Party</i> |
| <i>CAR</i> | - | <i>Computer assisted retrieval system</i> |
| <i>CCTV</i> | - | <i>Closed Circuit Television system</i> |
| <i>CDS</i> | - | <i>Compact Disk</i> |
| <i>CPI</i> | - | <i>Communist Party of India</i> |
| <i>DMK</i> | - | <i>Dravide Munnetra Kazhagam</i> |
| <i>IPG</i> | - | <i>Indian Parliamentary Group</i> |
| <i>INC</i> | - | <i>Independent</i> |
| <i>INFA</i> | - | <i>Indian News and Feature Alliance</i> |
| <i>INLD</i> | - | <i>Indian National LokDal</i> |
| <i>JD</i> | - | <i>Janta Dal</i> |
| <i>LARRDIS</i> | - | <i>Library and Reference Research Documentation Information</i> |
| <i>LAN</i> | - | <i>Local Area Network</i> |
| <i>LRS</i> | - | <i>Legislative Reference Service</i> |
| <i>MDMK</i> | - | <i>Marumalarchi Dravida Munnetra Kazhagam</i> |

| | | |
|----------------------|---|---|
| <i>NIC</i> | - | <i>National Information Centre</i> |
| <i>NICNET</i> | - | <i>National Information Centre Network</i> |
| <i>PARLIS</i> | - | <i>Parliament Library Information System</i> |
| <i>Pcs</i> | - | <i>Personal Computer</i> |
| <i>PIB</i> | - | <i>Press Information Bureau</i> |
| <i>PMA</i> | - | <i>Parliamentary Museum and Archives</i> |
| <i>RJD</i> | - | <i>Rashtriya Janta Dal</i> |
| <i>RSP</i> | - | <i>Revolutionary Socialist Party</i> |
| <i>SAD</i> | - | <i>Shiromani Akali Dal</i> |
| <i>SJP</i> | - | <i>Samajwadi Janta Party</i> |
| <i>SS</i> | - | <i>Shiv Sena</i> |
| <i>TDP</i> | - | <i>Telugu Desam Party</i> |
| <i>UK</i> | - | <i>United Kingdom</i> |
| <i>USA</i> | - | <i>United State of America</i> |
| <i>WAN</i> | - | <i>World Area Network</i> |

Chapter – 1

Introduction

The Indian Parliament

Parliamentarians and Information

Parliamentary Libraries

Indian Parliament Library

Library Committee

LARRDIS

Staff Library (Annexe)

New Parliament Library Building

Library Services

Need and Significance of the Study

Statement of the Problem

Definition of Terms

Objective of the Study

Hypothesis

Methodology

Method of data Collection

Scope and Limitation of the Study

Organisation of the Report

1. Indian Parliament

Parliament is the single most important representative institution in any country, which has opted for a parliamentary democratic policy. It is the symbol of the varied hopes and aspirations of the people. It is the supreme legislative and deliberative organ in such a political system. This being so it is only natural that the legislators raise here issues, which have vital bearing on the state of the nation-political, economic and social. The international situation also comes up for discussion in the house from time to time.

The constitution of India provides for a Parliament consisting of the President and two Houses known as the Council of States (Rajya Sabha) and the House of the People (Lok Sabha).

The President of India is an elected by an electoral college consisting of the elected Members of both Houses of Parliament and the elected Members of the state Legislative Assemblies.

The Council of States (Rajya Sabha) was constituted for the first time on 3 April 1952. Under the Constitution, Rajya Sabha consists of not more than 250 Members, of these, 12 are nominated by the President and the remaining 238 seats are allocated to various States and Union territories, roughly represented by at least one Member.

Rajya Sabha is a permanent body a continuing House not subject to dissolution. While the term of an individual Member of Rajya Sabha is six years, one-third of its Members retire at the expiration of every second year in accordance with the provisions

Introduction

made in that behalf by Parliament by law. The Vice-President is the ex-officio Chairman of Rajya Sabha.

The Lok Sabha is composed of representatives of the people chosen by direct election on the basis of universal adult suffrage. Presently Lok Sabha has 543 elected Members out of which 530 are directly elected from territorial constituencies in the States and 13 represent the Union territories. Besides, two Members have been nominated by the President from the Anglo-Indian community, in accordance with the provision in the constitution authorizing him to make such nomination if in his opinion, that community is not adequately represented in the House. Lok Sabha has some seats reserved for the Scheduled Castes and Scheduled Tribes in almost all the States and Union territories. This House, unless, sooner dissolved, continues for five years from the date appointed for its first meeting. However, while a Proclamation of Emergency is in operation, this period may be extended by Parliament for a period not exceeding one year at a time and not extending, in any case, beyond a period of six months after the proclamation has ceased to operate.

2. Parliamentarians and Information

Members of Legislatures, in their capacity as the elected representatives of the people, are invariably conscious of the onerous responsibility of living up to the expectations of their electors. It is perhaps no easy task to keep abreast of all developments taking place all around in order to meet the demands of a parliamentary life. If a Member has to play an active and effective role in parliamentary proceedings be it during question time, discussions on various issues

Introduction

or the legislative business- he has to be well versed with the latest developments on a wide variety of subjects. In short, he is in constant need of information through the Parliament Library. There is proliferation of books, journals, newspapers and reports and the parliamentarians have an access to this vast material at a variety of sources. For example, Ministries and departments of government, public sector undertakings and other official agencies bring out regularly a mass of literature highlighting their activities, achievements and future plans. Though all this literature is prepared by experts in their respective fields, some tilt or bias in their presentation cannot be avoided. Then of course here is the mass-media newspapers, radio, films, television, etc. which also contributes to the dissemination of information. Besides, various interest groups and lobbyists vie with each other to reach out to Members through return words or in person with a view to stressing their own viewpoints on issues and problems concerning them. In this case too, a slant in presentation cannot be ruled out.

They are simultaneously required to participate in committee meetings, attend to their constituency problems and as party men to attend party deliberations as well. Whatever the nature of their engagement, they are always in need of one kind of information or other in order to develop an argument during a debate, ask a supplementary and even demolish an official claim. Such information may be required by them quite often in the House itself or in the Committee or sometimes even on their breakfast table for Party or Constituency work. They hardly have the time to spend hours in the

Introduction

library or even cursorily glance through the mass of literature piling upon their desks to search and locate the right information required at a given point of time. They need carefully sifted and objectively analyzed information's, tailored to meet their specific requirements in the form of brief notes, statements, tables, statistical charts and the like. Time, of course, is of essence and if the required information is not made available to them within the stipulated time, the whole exercise may be in fructuous.

3. Parliamentary Libraries

The need for establishing and developing an independent and objective reservoir of information within the Legislature itself on which legislators, can freely bank upon, has therefore, been long recognized the world over. Legislatures in many democratic countries -big or small have developed their own library, reference and research services. Their range depends upon the available resources and the size of the legislature. Popularly known as the LRS (Legislative Reference Service) different legislatures have adopted slightly varied nomenclatures to meet specific requirements.

An efficient LRS postulates a well stocked and well equipped library manned by highly experienced and trained staff fully geared to meet the multifarious information demands from legislators. LRS should also be in a position to identify, in advance, in advance, important issues and subjects likely to come up before the legislatures and be ready with well documented brochures, backgrounder, information bulletins and bibliographies on those subjects for free distribution to legislators even before they ask for them. Besides

enabling the Members of Parliament to fulfill their parliamentary duties, these facilities offset at least partly the information advantage enjoyed by the executive power over the legislative power.

4. Indian Parliament Library

Indian Parliament too has been conscious of this vital need of its Members right from the beginning. The seeds of the present day Parliament Library were sown as early as in 1921 during the Central Legislative Assembly day. It is thus just over seventy years old as compared to the US Congress Library, which is almost 200 years old and the British House of Commons Library setup over 170 years. Though small in size initially, it was setup with the express purpose of providing information to the Members of the Central Legislative Assembly. Up to the independence of the country, there was a slow but steady increase in the collections of the library. However, immediately after independence with the Constituent Assembly involved in the drafting of the Constitution, there was considerable growth in its collections.

Parliament Library is the largest library in Delhi and second largest library in India after the National Library. The bibliographic details about the publications received after 1992 are available for online searching. The Library Management Functions like Acquisition, Processing and issue and return of books have been computerized. On-line access of Library Catalogue provides information about author; title, subject and keywords-based searches.

5. Library Committee

A library committee is constituted every year by the speaker, Lok Sabha to advise him on all matters concerning the development of the Parliament Library. The committee consists of six Members from Lok Sabha and 3 from Rajya Sabha nominated by the Presiding officers of the respective Houses the Deputy speaker of Lok Sabha is the ex-officio chairman of the library committee.

6. LARRDIS

Over the past four decades, the library as well as research and reference service for Members has gradually developed into what is now known as the integrated Parliament Library And Reference, Research Documentation and Information Service more familiar by its acronym LARRDIS. The present set up and nomenclature is the result of a major functional reorganization of the secretariats of the Two Houses of Parliament brought about during 1974 – 75. LARRDIS though administratively under the Lok Sabha secretariat caters to all the information requirements of Members of both Houses of Parliament Lok Sabha and Rajya Sabha.

With the strength of nearly 200 odd researchers professional and secretarial staff, the LARRDIS is housed in the Parliament building itself and is spread over all the four floors with the major collections housed in the first floor.

As its name suggests LARRDIS, today functionally provides Library Reference Research Documentation and Information Service to the Members of Parliament.

Introduction

Even though LARRDIS is a part of the administrative set up of the Lok Sabha secretariat it serves Member of both the Houses of Parliament and function by and large, on a subject section come backs office system.

7. Staff Library (Annexe)

As the main parliament library is primarily meant for the use of Members of Parliament, a separate 'Staff Library' for the benefit of the Parliamentary Staff is functioning in parliament house Annexe. The Staff Library has holdings of about 25, 700 books. Besides, 25 newspapers and 61 periodicals are regularly subscribed for the benefit of its Members. At present, staff library had about 2650 member of staff from Lok Sabha and Rajya Sabha secretariats on its member ship register.

8. New Parliament Library

To run the largest democracy of the world efficiently, the parliamentarians need to deliberate, discuss and take decisions on myriad vital issues for which they must have access to truthful, non-partisan, authoritative and full information. An independent and comprehensive library service is, therefore, required not merely to serve as a repository of books, legislative debates and parliamentary papers but for providing an up-to-date and objective storehouse of knowledge on which members could draw upon with freedom and confidence.

It was in 1921 that a small library was for the first time established in the then Central Legislative Assembly. This library

Introduction

continued to serve members on a very modest scale for a number of years.

With time, the library service has gradually developed into what is now familiarly known as the Library And Reference, Research, Documentation and Information Service (LARRDIS). The accommodation available to the Parliament library and its allied services in the parliament building was too limited to cope with the volume of literature being acquired by it. Besides, there had been a growing demand for making available to the members of parliament, a more effective, efficient and modern Research, Reference and Information Service. As such, the need for a separate modern library building had been felt for the past many years.

In 1984, the general purposes committee of the Lok Sabha approved the proposal for construction of the parliament library building. The proposal gathered momentum when the design of the building was approved on 15 November 1991. The construction of a new parliament library building or Sansadiya Gyanpeeth was undertaken in April 1994 on a site between parliament house and parliament house Annexe.

The new library is a modular, utilitarian and centrally air-conditioned building with provision for all the facilities of a modern library. It has optic fiber based LAN with high-speed WAN connectivity to provide linkage with State Legislatures, foreign parliaments and other international organization. Audio-visual aids form a substantial part of the services. TV sets are provided at vantage points for viewing live the proceedings of both Houses of Parliament.

Introduction

A large number of cubicles are fully equipped with audio and video facilities and computers. Besides, multi-media facilities have been provided at the reading tables in the reading rooms for members of parliament and scholars.

Apart from LARRDIS, the building will accommodate the Bureau of Parliamentary Studies and Training (BPST) and the Parliamentary Museum and Archives (PMA). The building also has an Auditorium with a seating capacity of 1,075 persons; a Media Center equipped with the latest telecommunication facilities as part of the Press and Public Relations Wing; an Audio-Visual Unit; a Microfilm Reader Room; a small auditorium with facilities for multi-media presentations; and Library Committee Rooms and Conference Rooms. The building also has a conservation laboratory, binding unit and an Archival Room with temperature below freezing point to preserve audio/video materials; computer tapes and microfilm rolls.

Design Concept

The central function of the complex is the parliament library, a house of knowledge, symbolically a place of enlightenment. The design concept reflects a specific preference for serene spatial enclosures, modulated with light, rather than forms of grandeur.

The design is based on the context of the site, functional requirements, appropriate structural systems, technical considerations and democratic values of modern India. The attempt was to seek an architectural expression in harmony with the existing buildings designed by Lutyens and Baker during the British rule. Externally the same materials of red and beige sandstone from Agra and Dholpur

Introduction

have been used to conceive a formal structure in tune with classical symmetry of New Delhi's planning criteria.

The circular parliament building sits on a red sandstone podium. The surrounding colonnade above it exudes dignity and power. Externally the library is designed to complement the parliament building with smaller circles strewn together in the form of a mandala or cosmograph. Internally the building is imbued with a different spirit signifying sagacity rather than competing with the power of the parliament. The analogy of a relationship between a Guru and the King may not be far fetched while comparing the new library with the existing parliament.

Both visually and symbolically the Central Hall of the existing parliament denoting people's power, consensus and democracy is linked to the central core of the new complex, symbolizing knowledge. Clarity of structural system and concern for sustainability had guided the design of a variety of public spaces, courtyards and roof gardens.

Sustainability and Symbolism

Open spaces within the proposed library complex complement similar spaces within the parliament building, but are more subtle and complex. These are located between the inner core of building activities and external peripheral functions. They help in reducing the temperature during summer months. Courtyards provide outdoor movement areas in a meandering form around the core of the central public areas.

Introduction

There are three courtyards placed around the central built form supporting the distinct functions to be performed within the adjoining area of the building. The first courtyard is built adjoining the M.Ps' reading room and B.P.S.T. lecture room and has an atmosphere of tranquility around a sunken amphitheatre, which is symbolic of LIBERTY.

The second courtyard is dominated by a big tree symbolizing JUSTICE. The third courtyard is surrounded by the Museum and Auditorium and its space can be utilized for out door exhibitions around the water pool, which represents EQUALITY.

Externally the library building is related to the parliament house and the main entrance of the library is directly linked to one of the gates of the parliament.

The Focal Center

The focal center of the complex is built with sun reflecting, state-of-the-art, structural glass and stainless steel. It is composed of four petals. These petals are tied together with delicate tension rods. The upper part of the glass dome has a symbol of circle representing the Ashok Chakra.

Reading Room for Members of Parliament

The room is located in the central core of the library complex and faces in internal courtyard. It is a two storey high space with an internal atrium, covered with a circular dome supported on four columns. The primary structure of white painted steel is raised above the roof level and admits translucent light through glass blocks creating a serene ambience within a hall of noble proportions.

The Library

The large hall of the main library and the audio-visual museum at the two ends of a cross axis have a similar configuration. They have a large span of 35 meters. This large volume is lit from the top with glass blocks inserted within the concrete bubbles. The primary steel structure is kept low and illuminated with natural light on the periphery.

9. Library Service

Parliament library presently had holdings of about one million volumes of books, debates of Indian Parliament, State Legislatures of India and foreign Parliaments, reports of Central and State governments and united nations and its agencies, Gazettes of central and state government and other documents, including periodicals and publications brought out by the Lok Sabha secretariat. With budget of Rs. 1.2 million it is one of the finest and richest repositories in the country. Presently it receives 195 newspapers from different parts of the country and the world. Of these, 181 newspapers are from India itself. There are 35 English dailies, 40 in Hindi and 106 in different regional languages of India foreign newspapers are received from U.K., U.S.A, Pakistan, China, Singapore, Sri Lanka, Indonesia, Afghanistan, Malaysia and Nepal.

Parliament library also receives regularly 842 periodicals, UN and its Agencies account for 59 and the rest are from different countries. As for the 579 Indian periodicals, 403 are in English, 94 in Hindi and the rest 82 in various regional languages.

9.1. Acquisition

We lay almost emphasis on the process of acquisition. Books and Publications are selected from the entire field of human activity relating to almost all subjects, the only exception being books on advanced technical knowledge, pure sciences and light fiction. Actually, the legislative requirements of members are particularly kept in view while choosing the books.

Parliament library acquires of the books through purchase from approved books sellers who regularly supply the latest books on an approval basis. The books are carefully examined at on different stages with special reference to the needs of the Parliament Library and then selected for acquisition. In addition to this regular supply, the staff in the acquisition section consults the catalogues, publisher's announcements, book reviews appearing in various news papers and periodicals, lists of additions received from various other libraries and makes periodic visits to the local booksellers for the purpose of selection and acquisition of books for the Parliament Library. On another plane, under the Press and Registration of Books Act 1867, all state governments are expected to acquire and send a copy each of all Publications, printed in their states free of cost to the Parliament Library Books are also received on complimentary basis from Members of Parliament and others. Books presented by foreign Parliaments are also added to the collections.

Parliament Library had extensive exchange arrangements with 214 Government at non-government institutions in India and 73 institutions abroad, which apply their publications in exchange for

Introduction

publications brought out by the Lok Sabha secretariat. It is also a depository library for all unrestricted publications of the United Nations and its allied agencies.

All ministries, and departments of the government of India, including their attached and subordinate offices, also supply copies of their publications, reports etc. free of cost to Parliament Library. Copies of the gazettes, Budgets and Reports published by State governments are also received and added to the holdings of the Parliament Library.

9.2. Classification

Books and other publications are classified and catalogued according to the Dewey Decimal Classification Scheme (20th Edition) and Anglo American cataloguing Rules (2nd edition). The library of Congress List of Subject Headings (12th Edition) is adopted for assigning key words to the publications.

9.3. Press Clipping Service

The PCS was started on modest scale in the year 1956 with the limited object of speedy disposal of references from Member on current subjects. The scope of the service has considerably increased over the years and accordingly it is now organized more methodically to serve as an essential and basic aid for Parliament research and reference work. All important news and views, which include editorial comments and articles from nine Hindi and nineteen English dailies are clipped and maintained in separate folders in accordance with a specially devised classification scheme. Press information bureau releases daily digest of news and views on matters of topical interest

Introduction

etc. are also scrutinized for clipping purpose besides the service maintains up-to-date sets of the releases of the Indian News and Feature Alliance (INFA) weeding out operation is regularly carried out to release stacking space for more recent additions of news items. Important clippings of lasting values and interest particularly those having a bearing on constitutional parliamentary and legal subjects are however retained permanently.

The press clipping service caters to the information needs of members of parliament by providing them relevant and up to date press clippings of news items, selected editorials and articles on important developments in legislative, political, economic, socio-cultural, scientific and technological fields, taken from selected English and Hindi News papers.

Apart from news paper clipping the press releases of the Press Information Bureau (PIB) and the Indian New & Features Alliance (INFA) and the Daily Digest of News and Views on matters of current interest are also being scrutinized for clipping purposes.

9.4. Reprography service

The reprography unit, which has set up in the year 1975, meets the urgent requirements of Members for photo copying of important press clipping parliamentary questions and answers, articles from periodicals and newspapers and extracts its from books and other documents. The Unit, at present, is equipped with four Xeroxing machines. Two separate photocopying machine have also been installed in a lounge of the central hall of Parliament House where

Introduction

Members can get a photocopy of any document, they want at a nominal rate.

9.5. Audio – Visual Unit

As part of modernization of Library and Information Services, an Audio-Visual Unit, with a Viewing Room comprising four small cabins, has been set up in Parliament Library (Ground Floor). Facilities for viewing/listening to video/audio records of Lok Sabha Debates, proceedings of international Parliamentary Conference/Seminars, Parliamentary Films and Linguaphone courses are available to Members of Parliament. The proceedings of the Lok Sabha and Films on Parliamentary subjects are also shown to dignitaries from India as well as abroad. Accredited correspondents of the Lok Sabha can also make use of the facilities in the Viewing Room.

Computers, films, videos etc, are increasingly becoming normal elements of parliament library culture and their products contribute to members knowledge and general world view Video News Magazines covering important national and international events in different area of politics, economics, law, etc., are brought out regularly by various organizations and agencies. Taking into consideration, the information value of such audio-visual magazines, parliament library has set up during the beginning of this year, an Audio-Visual Unit for use and reference by Members of Parliament Language learning courses also from the integral part of audio-visual collection.

9.6. Telecasting/Telecommunication Unit

Telecasting unit looks after all the coordination work relating to televising and broadcasting of Parliamentary Proceedings, international Parliamentary Conferences held in India and other parliamentary functions/events. Telecasting of parliamentary proceedings has become a reality now in our country with the Doordarshan bringing various parliamentary activities such as president's address to Members of both the Houses of Parliament, presentation of general budget and Railway Budget, Question Hour, discussion on demands for grants of various Ministries, etc., to the millions of house holds through the small screen. Keeping in a view the archived value of these recordings for future parliamentarians. The press, scholars and academicians. Extensions of telefilming and televising of parliamentary proceedings, video films are being prepared on different parliamentary practices and procedures and related parliamentary topics. This is to give a new dimension to the Orientation Programmes for new members of Parliament and State Legislatures as well as officers of Legislatures and Government, besides educating the scholars, media persons and others about various facets of the functioning of Parliament. So the Parliament Library has decided to keep a video copy of each of these proceedings in audiovisual unit. There are also proposals to acquire video copies of the proceedings of the Parliaments of other countries to the exchange for the cassettes.

9.7. Microfilming Unit

Parliament library has a large collection of old debates, magazines, reports and other rare publications, which are required to be preserved for reference over long periods. In order to present these resources and to effectively utilize the existing space, shortage of which is now being seriously felt as one of the important branches of LARRDIS a microfilming unit was set up in 1989. The unit is presently equipped with most modern Microfilmers, Cameras, Processors, Duplicators and Microfilm Readers-Cum-Printers. There is a Computer Assisted Retrieval (CAR) System for retrieving of microfilmed documents. Over six lakh documents have already been microfilmed by the unit since its inception Duplicate copies of the microfilm rolls of Debates of Central Legislative Assembly, Council of States Constituent Assembly, Lok Sabha and Rajya Sabha are now kept in library Ground Floor for viewing on the microfilm reader by members.

9.8. Publications

The Indian Parliament Library, one of the richest repositories of books in India has a collection of approximately 11.50 Lakh documents, comprising of books/referenced books, reports, bound issue of periodicals, news papers, gazettes, and debates etc. Besides, it also subscribe to a total of 662 Indian (Including regional)/foreign periodicals and 197 Indian (Including regional)/foreign newspapers.

The monthly publication "Parliament library Bulletin" which is brought out by the library division will inform the user about latest addition to the Parliament Library. Latest arrivals are also put on

Introduction

display at the 'New Arrivals' counters. From time to time book exhibitions are organized on various themes to mark specific occasions. The issue of books and other publication to members is regulated by the Parliament Library rules framed on the recommendations of the Library committee. Comfortable study rooms are provided in the Library for serious study by the Members.

9.8.1 Monographs

Monographs on subject relating to parliament and its functioning have also been published from time to time. With a view to reviving the memory of our eminent parliamentarians who played a distinguished role in the country's freedom struggle and who contributed so much to the building of modern India and its parliamentary system a new monograph series titled "*Eminent Parliamentarians Monograph Series*" was started in 1990.

9.8.2 Periodicals

For the use of members, the research and information division also publishes eight periodicals:-

- 1) *The Journal of Parliamentary Information* quarterly, which contains practice and problem, oriented articles on constitutional and parliamentary subjects from members of parliament and other experts in the field.
- 2) *The Digest of Central Acts* quarterly, containing synopsis of all bills passed parliament and assented to by the president.
- 3) *The Digest of Legislative and Constitutional Cases* quarterly, contains abstracts of judgments of supreme court and the high courts involving interpretation of the provisions

Introduction

of the constitution and certain statutes in important legislative and constitutional cases.

- 4) *The Abstracts of Books, Reports and Articles* quarterly, contains abstracts of important books received in parliament library and article appearing in journals and leading news papers and synopsis of important official and foreign reports including those from the UN.
- 5) *The Dairy of Political Events* Monthly, containing a chronology of important national and international political developments gleaned from leading daily newspapers.
- 6) *Public Under Takings: Digest of news and views* Monthly, contains abstracts of important news items and comments appearing in daily newspapers and replies to parliamentary questions about the performance of various public sector undertakings of union government.
- 7) *Science and Technology News Digest* Monthly, contains abstracts of important news items latest books, reports, articles replies to parliamentary questions and other literature on science and technology.
- 8) *I.P.G newsletter* quarterly, publication which keeps members informed of the various parliamentary events and activities of the Indian parliamentary group like exchange of parliamentary delegations IPU and CPA conferences, meetings, seminars symposia etc.

9.9. Computerized Information Services

Information handling had essentially three aspects collection, storing and retrieval. As the quantum of knowledge grows, the number of information records also correspondingly increases. Handling of this vast magnitude of information with conventional manual methods, naturally, has proved problematic. In modern times, information scientists have embarked upon the development of a new information technology. Today all around the world computers are being used in Library house keeping functions like acquisition, cataloguing, circulation control, serials control, information storage retrieval, content analysis and dissemination.

For the purpose of introducing automation in the Parliament Library the computer-based information retrieval system named PARLIS (Parliament Library Information System) was started in December 1985 with the help of the National Information Centre (NIC) presently the computer center has one 486 based mini-computer, 2 PC – 386, one PC-AT and one PC-XT machines with a number of terminals and printers being used for storage and retrieval of data. Two PCs located in the computer center are connected with the main super computer NECs-1000.

PARLIS was designed with in the library for the benefit of Members of Parliament. It is a database of subject-indexed references to parliamentary information. The database is created by the library's compiler center. The data so far stored for on-line retrieval relates to subject index reference of select questions and answers and various other kinds of business.

Introduction

A large number of index-based databases of information generated within the Parliament were initially developed by the computer center, which cater to the instant reference needs of members, officers and research and reference personnel. The data stored and available now in PARLIS databases for on-line retrieval relate to:

- (i) Selected Parliamentary Questions (only indexes), Lok Sabha and Rajya Sabha, from 1985;

Data for questions with text of answers with search facility is available for Lok Sabha from 24.02.2000 onwards on Touch Screen Information Kiosks Server and on 'Parliament of India' Home page for access via Internet.

Data for questions with text of answers with search facility is available for Rajya Sabha from 1997 onwards on Touch Screen Information Kiosks Server and on 'Parliament of India' Home page for access via Internet.

- (ii) Parliamentary Proceedings from 1985-93 (only indexes) since Winter session, 1993 (full texts);

Data for parliamentary proceedings with search facility is available for Lok Sabha from 9.7.1999 onwards on Touch Screen Information Kiosks Server and on 'Parliament of India' Home page for access via Internet.

Data for parliamentary proceedings with search facility is available for Rajya Sabha from 30.11.1999 onwards on Touch Screen Information Kiosks Server.

Introduction

- (iii) Government and Private Members' Bill, from 1985;
Data for legislative business with search facility is available for Lok Sabha from 1991 onwards on Touch Screen Information Kiosks Server and on 'Parliament of India' Home page for access via Internet.
Data for legislative business with is available for Rajya Sabha from 186th session onwards on Touch Screen Information Kiosks Server and on 'Parliament of India' Home page for access via Internet.
- (iv) Directions, Decisions and Observations from the Chair, from 1952;
- (v) Dates of discussion in the Constituent Assembly on the Articles and Schedules of the Constitution of India;
Data for dates of discussion along with text with search facility is available on Touch Screen Information Kiosks Server and on 'Parliament of India' Home page for access via Internet.
- (vi) Bio-data of members of the Lok Sabha, from 1985;
- (vii) Bio-data of members of the Rajya Sabha, from 1985;
- (viii) Socio-economic background of members of the Lok Sabha and the Rajya Sabha, from 1952;
- (ix) Time taken on various kinds of business in Lok Sabha from March 1977;
- (x) Presidential elections, from 1952;
- (xi) Vice-Presidential elections, from 1952;
- (xii) Obituary references made in both the Houses since 1921;

Introduction

(xiii) President's Rule in the states and Union Territories, from 1951;

(xiv) By elections to the Lok Sabha, from 1952;

(xv) Council of Ministers, Ministry-wise and name-wise, from 1947;

(xvi) Current Awareness Service (Parliamentary Documentation), from January 1989;

The references from 1998 onwards are available with search facility on Touch Screen Information Kiosks and on 'Parliament of India' Home page for access via Internet.

(xvii) Serials Control, from 1989;

(xviii) Library catalogue, from 1989;

The catalogue can be accessed from Touch Screen Information Kiosks.

(xix) Indexes of Microfilms of Parliamentary Proceedings.

9.9.1 Computer Facilities to Members of Parliament

Keeping in view the need for information for parliamentarians to discharge their duties in an effective manner, members are being provided with Laptop or Desktop (with multimedia facility) computers with printers as per their choice for use at their respective residence/work places. This will help them.

- i) To access information on Parliamentary and legislative matters through a large number of database of parliament;
- ii) To access enormous data regarding development and its indices down to the village level;

Introduction

- iii) To access the information available through a large number of national and international information networks such as NICNET, INTERNET, etc.
- iv) To use electronic mail (E-Mail) facility;
- v) To access information regarding activities and databases in the State Legislatures and Parliaments of other countries through satellite links;
- vi) To manage their office correspondence and other information and to use multilingual word processing facility; and
- vii) To use facility to send and receive fax messages.

The computers are currently being issued to members of Lok Sabha as per the "Provision of computers to Members of Parliament, officers of Political Parties and Officers – Rules and Procedures". The computer is issued to a member till his/her term as the member of the Lok Sabha. They have an option of returning the computer or to retain the same by paying the depreciated price after expiry of their term as member. In the case of an office of political party in Parliament the period is limited to the holding of office by the Leader or the Chief Whip who has received computer on behalf of the party or as and when demanded by the secretariat. In case of the officers, the period is limited to his/her holding officer of the secretariat.

The user is responsible for lost or damage through negligence or misuse of hardware and software issued to him/her. In case of damage, the opinion of the expert committee or any other authority nominated by the secretariat about the extent of damage is treated as final. The

Introduction

damage so assessed shall be deducted from his/her wages/ pension or realized as arrears of land revenue.

Training programmes for the members of Parliament are organized from time to time by the secretariat, in collaboration with Department of Electronics/ NIC or any other agency nominated by the secretariat so as to enable them to familiarize themselves with the computer and software provided to them.

Users are provided the Internet/E-mail account facility by NIC or any in order to provide on-line access to the parliament databases, other government databases and databases of foreign legislatures, a central computing facility at parliament house has been set up and connected to the NIC's Satellite based network known as the NICNET through a Micro Earth Station and leased lines. As NICNET is linked with capital of all states and district headquarters of the country, major international networks like UUNET, INTERNET, SPRINTNET, TIMENET, TELENET, DATAPAK, etc.

9.9.2 TOUCH SCREEN INFORMATION KIOSKS

Twelve touch screen information kiosks having facility of accessing the data relating to questions, debates, bio-data, bulletin, list of business, bills, Parliamentary committees etc. have been installed since February 2000 at the following places:-

- (1) Library Ground Floor, Parliament House.
- (2) Central Hall, Parliament House.
- (3) Inner Lobbies, Lok Sabha and Rajya Sabha, Parliament House.
- (4) Ground Floor, Parliament House Annexe.

(5) Basement, Parliament House Annexe.

9.9.3 Information Linkage

The NIC has already provided us the facilities of NICMAIL available on NICNET for efficient exchange of information. A protected mailbox with address Lokmail has already been given to the computer center. Our secretariat can now exchange messages between all the District Headquarters and sites operative under NICNET.

9.10. Teleprinter Service

In order to keep members posted with the latest happenings in the country and abroad. Particularly during the sessions of Parliament teleprinter machines, fed by national news agencies have been installed in Parliament House. Important news items received through those machines are collected, edited and displayed on news display boards located near the ground floor library at regular intervals throughout the day.

9.11 Press and Public Relations Service

Parliament is essentially a people's institution and as such its activities should get adequate coverage in the mass media so that the people are aware of the work of their elected representatives. The Press and Public Relations wing attempts to bring the Parliament and the press together. All matters concerning the Press Gallery of Lok Sabha including the issue of press passes and provision of facilities to correspondents covering the proceedings of Lok Sabha are dealt with by this wing. Press releases on all-important matters connected with the sessions of Lok Sabha, meetings of the Parliamentary Committees and Conferences, visits of foreign Parliamentary Delegations to India

Introduction

and of India delegations to foreign countries are also issued by this wing.

9.12. Closed Circuit Television System

Vital information pertaining to the on-going business in both the Houses of Parliament is displayed on the Closed Circuit Television (CCTV) System at various places of the Parliament House and Parliament House Annexe CCTV Monitors have also been installed for the benefit of Members in the rooms of presiding officers, Ministers, political parties, senior officers of the two secretariats and also at various common areas like the waiting halls, library reading hall and refreshment rooms. In the central hall a large screen of the Hotline projection Television has been installed to display this information prominently.

9.14. Special Collection

Parliament library possess a rich collection of rare and art books. The earliest printed books available in the library date back to 1671 Books on art, painting, sculpture and architecture cover a broad canvas of Indian history depicting different stages in its evolution. The library also has two calligraphed copies of the constitution of India (in Hindi and English) as adopted by constituent assembly and signed by its members.

As a mark of respect to the memory of Mahatma Gandhi, the father of the nation, and to make available all the works by and on the Mahatma at one place there is a separate section called Gandhiana.

The section contains about 1665 books in Hindi, English and several other Indian regional languages. Similarly, Parliament Library

Introduction

also has a separate section exclusively devoted to the first Prime Minister and architect of modern India, Jawaharlal Nehru, which contains books on and by Nehru, all located at one place.

9.13.1 *Digital Collection*

A digital library has been set up in the computer center to cater to the needs of members of Parliament and officers and staff of Lok Sabha secretariat. The CDs are selected keeping in view the core area of interest of Member of Parliament and latest technological advances. A member is entitled to borrow two items.

9.13.2 *Regional Language Collection*

The parliament in a way is the microcosm of the nation itself. Ours is a nation, which abounds in diversity based on several factors the most prominent among them being the languages. Each one of our major languages is rich in its own way its distinctive literature. Together, these languages add to the richness of Parliament Library heritage. Keeping this in mind parliament library has also laid emphasis on developing its Indian regional languages collections. A separate wing containing 52, 875 holdings on various Indian languages has been carved out in the library.

9.14. Members Reference Services

Reference service provided to Members of Parliament by LARRDIS are qualitatively as well as quantitatively different from similar services provided by other Libraries. The Members References Service organizes the dissemination of actual, objective and latest information to Members of Parliament.

Introduction

The scope of material to be collected in response to member's references is normally limited to subjects connected with the immediate business before the two Houses of Parliament. Member are required to hand in written requisitions to the reference service indicating clearly and precisely the subjects and the specific points on which information is desired and the date and time by which it should be furnished to them. They can also convey their requirements on telephone or personally to the Members' Assistance Desk in the Library (Ground Floor). All the relevant books, reports and press clipping folders are duly marked and placed on Members' reading tables for their reference and study. In case members desire to have copies of any particular document or press clippings in response to their references, arrangements are made to supply them with reprography copies thereof.

This is perhaps one service, which is the most sought after by members especially during session days. It supplies on demand factual and objective information to members of parliament presiding officers and committees important legislative measures and other on subjects of economic, political, parliamentary important legislative measures and other constitutional and legal interest, Members who need the information approach the reference desk in the library (around floor) and fill in the requisition slip indicating, clearly subject of the reference the specific point on which information is desired and date and time by which it is required. The service is manned by reference officers who attend to member's reference broadly on the subject areas allotted to them. In case where information is readily available in

Introduction

published documents. It is given on the spot proverbially right from the top. In other cases, the relevant information bibliographical data or statistics is called out from various authentic sources, arranged, compiled edited and passed on to members. Some times in response to members' requests factual notes and write-ups are also prepared and supplied. In all cases, information is tailored to the requirements of members and given within the time stipulated by them, which very often is quite challenging.

The scope of material to be collected in response to member's references is normally limited to subjects connected with the immediate business before the two Houses of Parliament. But in actual practice, this is not so members demand information on virtually anything and everything thus keeping the staff on their toes all the time.

In addition, reference wing in close association with the Parliament Library, sets up a reference Desk during Parliamentary conferences and Seminars to meet the information requirements of the Delegates, selected Parliamentary publications and reference books, year books, etc are also kept on display. The reference wing also brings out a fact sheet titled "INDIA: some facts" containing latest statistical profile of demographic, social, political and economic aspects of the country for use by members of the Indian Parliamentary Delegations going abroad.

9.14.1 Anticipatory Reference Notes

While the officers and staff of the reference service are hard pressed for timely disposal of reference especially when the

Introduction

Parliament is in session they get some breathing time during the inter-session days. This time is devoted to the preparation of background notes. Information bulletins and fact-sheets on subjects of contemporary interest and on topics, which are likely to come up for legislation or discussion through other devices during the forthcoming session. This reference work is done in anticipation of the reference requirement of the members of the two Houses and becomes very handy and useful for the members.

9.14.2 Study Boxes

Besides preparation of anticipatory reference notes there is a system of making study boxes on subjects of topical interest. Each of these boxes contains the relevant literature such as books, reports and articles etc. These boxes are placed in the members reading room in the parliament library for reference and consultation by members at their convenience.

9.15. Documentation Service

One of the principal adjuncts of library is the documentation service, in Parliament Library it was set up in 1975. It is mainly responsible for locating, collecting, subject wise classifying indexes and prepares annotations of important books, reports and articles appearing in newspapers and periodicals received in the Parliament library. The indexes and annotations prepared during a particular fortnight are classified and published in the form of an indexing periodical titled Parliamentary documentation. These are also fed into the computer to facilitate searches. This database, which is retrievable author-wise and subject wise serves as an invaluable aid for future

Introduction

research and reference activity. It also enables preparation of select documentation lists for use and reference of members.

The documentation section scan 20 newspapers and 240 periodicals, as also books, reports (center, state, foreign and UN) and parliamentary debates received in Parliament Library during a fortnight.

9.16. Research and Information Division

The function of the research division are broadly to assess in advance the information requirements of members by anticipating and identifying subjects of current matter.

The R & D regularly brings out books, monographs, brochures, back grounders etc. on matters of Parliamentary Interest, including prospective legislative measures on which parliament is likely to undertake decision and which are likely to generate demands from members for detailed information and data. The Division is organized into the following seven functional wings.

- (1) Parliamentary Affairs Wing.
- (2) Practice and Procedure Unit.
- (3) Journal Section.
- (4) Political Affairs Wing.
- (5) Economical and Financial Affairs Wing.
- (6) Educational Scientific and Social Affairs Wing.
- (7) Legal and Constitutional Affairs Wing.

A number of brochures on various topics of parliamentary interest have been brought out by different wings of this division. Research notes are also prepared in research and information division

Introduction

for use at the seminars held alongside the annual conferences of presiding officers of legislative bodies in India and also other conferences and symposia organized by the Indian Parliamentary Group (IPG) and the Bureau of Parliamentary Studies and Training (BPST).

Briefs and country notes are also prepared in this division for the use of Indian Parliamentary Delegations going abroad on good will visits and for participation in International parliamentary conferences held under the auspices of the Inter-Parliamentary union and the common wealth Parliamentary Association. Constant endeavor is made to keep Members of Parliament informed of the current developments both national and international, in various field by timely issue of objective information material like brochures, information, bulletins, background notes, fact sheets and the like. Handy pamphlets or information quickies are also prepared and circulated for the use of members. All these publications are based on authentic published sources and continuous efforts are made to keep these up-to-date.

9.17. Parliamentary Museum and Archives

The Parliament Museum and Archives (PMA) was formally inaugurated on 29 December 1989. The basic aim of the PMA is to preserve the past and the present for the future by protecting from the ravages of time and neglect all the precious records, historic documents and articles connected with the constitution and Parliament and through them to make the history and growth of Parliamentary Institutions and the political system better understood.

Introduction

The PMA has acquired an up to date pictorial record of the history of the institution of parliaments, its activities and of eminent parliaments and other personalities. The present collection of the PMA is about 8,200 photographs and 29 films. It had received models of 15 state Legislature buildings in India and eight foreign Parliament Buildings blow-ups of photographs of all the Indian State Legislatures Building, 75 photographs of foreign Parliament Buildings are also available with the PMA. About the 1, 010 stamps and First Day Covers issued by the Department of Posts from time to time and stamps of various other countries of the world, the ashes of Mahatma Gandhi in a silver-bronze container and about 200 gifts presented by various Parliamentary Delegations, including among other things a fragment of moon presented by a Parliamentary Delegation from the United States, are also preserved in the PMA.

The PMA also collects, purchases and maintains books written on and by parliamentarians as well as books by the Secretaries-General concerning Parliament and its functioning for display. Nearly 150 books and 27, 948 documents from 59 members have, been added so far. Besides, the PMA collects data concerning the history, organization and operation of parliamentary institutions and also designs and displays easy to understand at a glance charts, graphs, diagrams and other material.

10. Need and Significance of the Study

Parliament Library is today one of the finest and richest repositories in the country. It provides valuable services to the members through its vast collection of books, reports, government

Introduction

publications, debates of foreign parliamentary and state legislatures in India, Gazettes of Union and State Governments and other documents from almost the entire field of human activities. However, Parliament library is not only a repository of books, it also helps the members in sorting out information within the shortest possible time. In order to keep pace with the advances in information technology, the library also renders computerized information services to the members of parliament, officers of parliament and research and reference personnel.

Over the years, the reference service had been found to be quite useful by the members of Parliament as it has been able to supply to them all the desired information in an easily digestible and readily useable form and within the time stipulated by them. Members' reference service supplies on the spot information to members, disseminates latest information and factual data in response to member's written reference requisitions besides preparing fact sheets, bibliographical notes and background notes, etc. on such topical issues as are likely to be discussed in the two Houses from time to time.

The research division of LARRDIS endeavors to keep members informed on a continuing basis about the current national and international issues in various fields by bringing out such publications as brochures, fact sheets, information, bulletins, background notes, etc. It prepares briefs/background materials for the use of members attending various national and international parliamentary conferences and also brings out from time to time books, monographs and other literature on topics of interest to members.

Introduction

The press and public relations wing maintains liaison with the press and various government publicity organizations and communications media. Members are kept informed about the latest news, national as well as international, through the teleprinters installed in the Parliament House. Also, vital information pertaining to the on-going business in the two Houses of Parliament is displayed through a C.C.T.V. system by means of monitors installed at various strategic points in the parliament house. Televising and broadcasting of Parliamentary proceedings has also been introduced to meet the informational requirements of the public as well as the members of Parliament.

The approach of LARRDIS in retrieval, analysis, organizations and dissemination of information is thus specifically oriented towards achieving its distinct objective of supplying authentic, essential and timely information to members of both the Houses so as to enable them to participate effectively in the debates of their respective Houses.

Dissemination of information is specially urgent and wide spread in countries serving having the parliamentary form of government, since parliament serves the dual purpose of keeping the government in touch with the public opinion and public in touch with the policies and program of government. Parliament being the supreme deliberative organ under the system of government, a wide range of subjects, issues and problems embracing almost all spheres of national and international activities come up for discussion before it from time to time. In the present day technological and scientific era, developments

Introduction

are taking place in every sphere at an amazingly fast rate. Members of Parliament are expected to be abreast with most of these developments in order to be able to make an effective contribution to the deliberations of the House. Backed by their specific professional backgrounds and occupational patterns some of the members are already quite familiar with the subject and developments of their interest, but they may always like to have a feedback on latest developments and changes in a wide range of other fields as well. This means that members of Parliament require a feedback of information on a variety of subjects, almost round the clock.

On the basis of this study, investigator can identify the problem, which are facing by the Parliament Library users while using the various types of Library Services and suggest how to improve its services to fulfill the information needs of the user.

11. Statement of the Problem

The problem for the present study is entitled “Library and Information Services of Indian Parliament Library: A Survey”.

12. Definition of terms

Library:-

- (i) According to Oxford English Dictionary “A collection of books and other literally materials kept for reading, study and collection”.
- (ii) According to Webster illustrated contemporary Dictionary “A collection of books, pamphlets, computer programs etc., esp. one arranged for easy location of desired material.

Introduction

Information:-

According to Oxford English Dictionary “An assemblage of data in a comprehensive form, recorded on paper or some other medium and capable of communications”

According to Webster Illustrated contemporary Dictionary “A numerical measure of the degree to which uncertainty is reduced”.

“Knowledge acquired or derived”.

“Timely or specific knowledge”.

“Coded material fed to a computer or communication system”.

Services:-

According to Oxford English Dictionary “Services is the action of serving, helping or benefiting, conduct tending to the welfare or advantage of another”

According to Webster Illustrated contemporary dictionary “The manner in which ones serves or is served or the act or occupation of serving”.

Parliament:-

According to Oxford English Dictionary “A formal conference or council for the discussion of some matter or matters of general importance; Specially applied to great council of the early plantagenets kings.

According to Webster Illustrated contemporary Dictionary “A meeting or assembly for consultation and deliberation; esp. a national legislative body”.

Introduction

“The supreme legislature of Great Britain and Northern Ireland”.

“Any of the various other legislatures resembling it.”

India:-

According to Oxford English Dictionary “A country of Southern Asia, lying east of the river Indus and South of the Himalayan mountains also called Hindustan.

According to Webster Illustrated Contemporary Dictionary “A republic of the common wealth of Nations located on a sub continental of Asia”.

Survey:-

According to Oxford English Dictionary “The examine and ascertain the conditions, situation or value of formally or officially”.

According to Webster Illustrated Contemporary Dictionary “To look at in its entirety; view comprehensively, as from a height”.

“To determine accurately the area, contour, or boundaries of according to the principles of geometry can trigonometry”.

“A systematic inquiry to collect data for analysis, used esp. for the preparation of a comprehensive report summary”.

13. Objectives of the study

- 1) To know the purpose of visit to the library.
- 2) To find out user's opinion regarding the awareness, utilization, satisfaction level of different services, provided by Indian parliament library.
- 3) To find out the most impressed service provided by the Parliament Library.

Introduction

- 4) To find out the most used document by the Member of Parliament.
- 5) To recognize the user's opinion about the language which they preferred to read.
- 6) To know the user's opinion about the perception of information.
- 7) To know the strategy to search the library material.
- 8) To know the various types of services provided by the Indian Parliament Library.
- 9) To know the members reaction about the behaviour of library staff.
- 10) To find out the purpose of using the online/Internet Service.
- 11) To find out the user's opinion regarding the collection of documents in Indian Parliament library.
- 12) To find out user's opinion regarding digital collection.
- 13) To relies the user's satisfaction level regarding the CCTV system in Indian parliament library.
- 14) To find out the user's response regarding the computerized service, provide by the library to the Member of Parliament.
- 15) Determine the information needs of the MPs in Indian Parliament Library.
- 16) Identify sources use by parliamentarians to satisfy their information needs.
- 17) To know the degree of assistance which MPs required in using information in parliamentary debates.

Introduction

- 18) Find out the adequacy of Indian Parliament Library and the search unit in providing the Parliamentarians with information they need.
- 19) Suggest policy means by which information service to parliamentarians can be improve.

14. Hypothesis

- (1) Most of the users are aware about all the services available in the Indian Parliament Library.
- (2) Most of the users are utilizing the Indian Parliament Library services.
- (3) A large number of users are satisfied with the collections, facilities and services of the library.
- (4) A large number of users are happy/satisfied with the behavior of library staff.
- (5) Most of the users are utilizing the computer-based services provided by Indian Parliament Library.

15. Methodology

The present study is conducted on a sample of 300 users of Indian Parliament Library. The tools used for the present study were questionnaire, observation and interview method. Firstly investigator chooses the sample, on the basis of stratified sampling methods i.e. members of (Lok Sabha, Rajya Sabha, & others members) and administered the questionnaire according to the random method.

16. Method of data collection

For this survey the data was collected through questionnaire observation and interview method. A questionnaire consisting of 23

Introduction

questions was designed to elicit the opinion of the users. Investigator also asked some question to users.

17. Scope and Limitation of the study

The present study is entitled "Library and Information services in India Parliament library: A survey". The main objective of the survey is ^{to} know the opinion of users regarding the awareness, utilization, satisfaction level of different services provided by the Indian Parliament Library. I have faced following Limitation during my work:-

During the work I have faced some problems such as shortage of time.

Poor response of the members/discourage attitude.

Timing of the parliamentary session.

When the survey was conducted members of parliament ~~where~~ busy in their parliamentary work.

18. Organization of the Report

Chapter –1

Introduction

The introductory chapter deals with the Introduction of parliament, composition of parliament, Indian Parliament Library, and its different types of services followed by need and significance of the study, objectives, statement of the problem, scope and limitation of the study.

Chapter – 2

Review of related Literature

A review of total number of 18 previously published literature related to the present study.

Chapter – 3

Methodology

This chapter deals with the statement of the problem, objectives hypothesis, methodology, tools used for the study, sample population, variable taken pilot survey, data collection procedure and a data analysis method.

Chapter – 4

Analysis and Interpretation of Data

This chapter deals with the analysis and interpretation of data collected through questionnaire, observation and interview method.

Chapter – 5

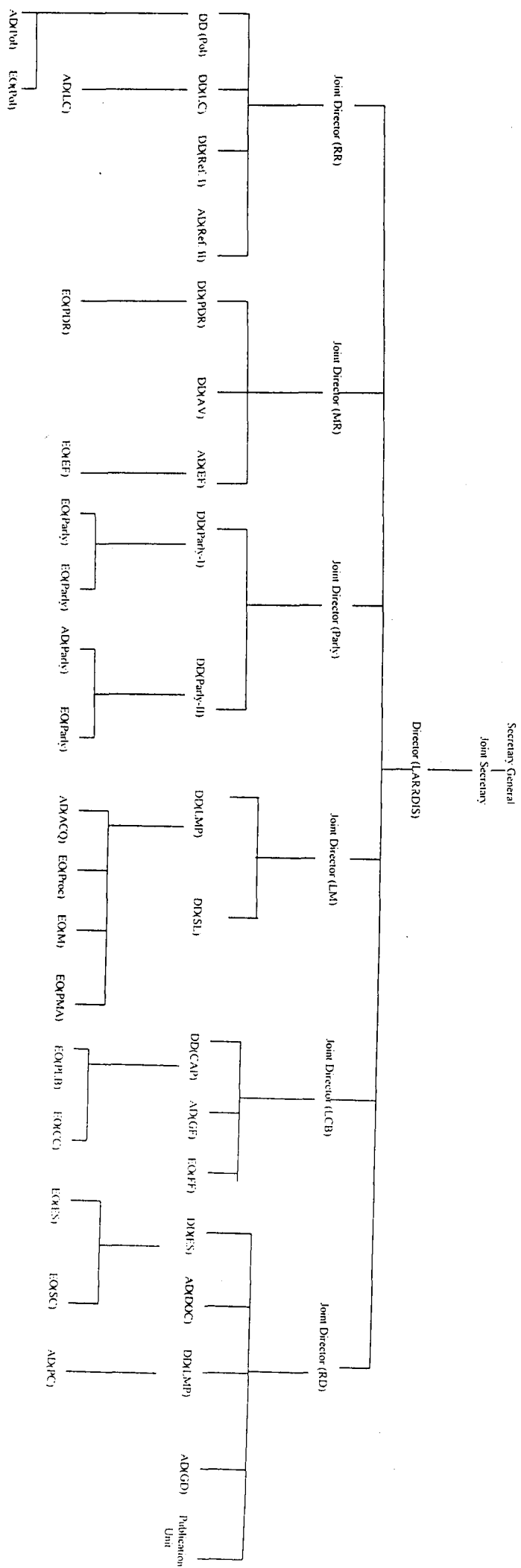
Conclusions, Findings and suggestion

It includes conclusions, Findings and suggestions and recommends action for the further research.

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Organisation Chart
Of
LARDISS



LIST OF ABBREVIATIONS

1. **Director:**

LARRDIS Library and Reference, Research, Documentation and Information Service.

2. **Joint Director:**

RR Research and Reference Division

MR Media and Research Division

Parly Parliamentary Affairs

LM Library and Microfilming Unit

LCB Library, Computer and Parliament Library Building Project

RD Research and Documentation Division

3. **DD (Deputy Director):**

Pol. Political Affairs Wing

LC Legal and Constitutional Affairs Wing

Ref. Reference Wing

PVR Press & Public Relations Wing

AV Audio-Visual Unit

Parly Parliamentary Affairs Wing

LMP Library, Microfilming Unit and Press Clipping Section

SL Staff Library

CAP Computers, Administration and Parliament Library Building Project

4. **AD (Assistant Director):**

| | |
|-------|---------------------------------------|
| Pol. | Political Affairs Wing |
| Ref. | Reference Wing |
| LC | Legal and Constitutional Affairs Wing |
| EF | Economic and Financial Affairs Wing |
| Parly | Parliamentary Affairs Wing |
| Acq. | Acquisition Section |
| GF | Ground Floor Library |
| Doc. | Documentation Section |
| GD | Gazettes and Debates Section |
| PC | Press-Clipping Section |

E.O. (Executive Officer):

| | |
|-------|-------------------------------------|
| Pol. | Political Affairs Wing |
| PPR | Press and Public Relation Wing |
| EF | Economic and Financial Affairs Wing |
| Parly | Parliamentary Affairs Wing |
| Proc. | Processing Section |
| M | Microfilming Unit |
| PMA | Parliamentary Museum and Archives |
| FF | First Floor Library |
| PLB | Parliament Library Building |
| CC | Computer Center |
| ES | Educational and Social Affairs Wing |
| SC | Scientific Affairs Wing |

Chapter - 2

Review of Related Literature

Review of the Related Literature

Review of the Related Literature

Review of related literature is very essential in a new research topic. Because each research study has its own specific purpose. The purpose of research is to discover answer to questions through the application of scientific procedure. The main aim of research is to find out the truth which is hidden and which has not been discover yet.

Study of related literature implies locating, reading and evaluating reports of research. **Mulary (1969)** has point out the importance of related literature as follows “ The survey of the literature is a crucial aspect of the planning of the body and the time spend in such a survey invariably is wise investment.”

In shorts, this chapter present an overall review of studies conducted abroad as well as in India in chronological order regarding the topic, “*Library and Information Services in Indian Parliament Library: A survey*”. Investigator reviewed only those studies which were related to the present study or indirectly related to the present study.

Biradar, B S & Kumar, Sampath B T¹(2000) conducted a study under the title “Evaluation of information services and facilities offered by DVS Polytechnic college library: A case study ” The objectives of the study were (i) To evaluate the existing library service and facilities offered by DVS Polytechnic college library. (ii) To know whether the personal attribute such as nature of work and sex has any impact on the opinion about the library services. The questionnaire method used to collect the necessary information. The major findings are (i) The present system of services offered by the

Review of the Related Literature

major findings are (i) The present system of services offered by the library is inadequate. (ii) A majority of the students and teaching staff are not satisfied with drinking water and toilet facility.

Singh, S P² (1999) made a study under title “Collection Development and Readers Services at IIT library (Kharagpur): User’s Assessment.” The major objectives of the study were to know the users opinion regarding the Acquisition of documents, users awareness of services provided by the library, attitude of reference staff and photocopying services provided by the library. Two types of questionnaires methods (one of the librarians and the other for the users) was used to conduct the survey. The important findings were users belonging to both categories seem to be satisfied with collection and services, as most of them have evaluated these to be good. However, they mentioned, that the quality of collection is improving but the quality of services is deteriorating. As far as attitude of staff is concerned, the two groups have expressed a variance in the opinion. Majority of faculty member have evaluated their attitude to be good on the contrary most of the students have evaluated their behaviour to be poor. Both the group has suggested for the improvement and behaviour of the staff.

Singh, S P³ (1999) conducted a study under the title “Readers Services in IIT libraries (India): A comparative study”. The major objective of the study were to find out the different types of readers services i.e (i) Lending (ii) Inter library loan (iii) Reference bibliographical (iv) Bibliographical (v) CAS (vi) SDI (vii) Indexing and abstracting (viii) Photocopying (ix) Translation (x) Book Bank

Review of the Related Literature

(xi) Compute Application (xii) Reprography etc. Investigator uses the questionnaire and interview method for collecting the data and library records were used for collecting other required information. The major findings were Readers services, namely, circulation, ILL, reference, Bibliographical, CAS, Photocopying, translation, and document reservation are being provided by all IIT libraries. A high percentage of users are aware of their provision except translation service, where users awareness was found to be low.

Singh, S P⁴ (1999) made a study under the title "IIT library (Kanpur): Users assessment of collection and reader services". The objectives of the study included (i) to analysis of users opinion about the adequacy of the categories of documents. (ii) to know the users response on awareness of the services provided by the library (iii) to know the reservation facility provided by the library (iv) to find out the users opinion regarding the photocopying service provided by the library. The questionnaire method was used to collect the data. The major findings were (i) Majority of the users rated the library collection, library service and attitude of library collection, library service and attitude of library staff is good (ii) library services have also been found to be satisfactory (iii) however the users are not fully satisfied with the photocopying services provided by the library, the need for improvement in photocopying service.

Mostert, B J⁵ (1998) under the title "Community libraries: The concept and its services with particular reference to a South African Community Library System". The purpose of this study were to determine norms against which the characteristics of community

Review of the Related Literature

library services could be tested. (ii) to determine whether these services are truly community oriented, or whether they are still conventional public libraries disguised as community libraries. For the collection of data questionnaire, interviews and observation method used by the investigated. The major findings are:

- (i) Active community involvement seems to be limited to the extent of requesting the establishment of a library services community library are funded non of the community generated funds. As these libraries form part of the Pine town public library system they are funded through the local authority with tax payers money.
- (ii) With the exception of Mpola community library all the other libraries were involved in community upliftment projects St Wndelins has a programme through which they assist unemployed people to enrol in practical skill-learning classes.
- (iii) The libraries also provide their facilities for development programmes, occasionally assist in planning some of these activities, or do displays at the programmers showing the kind of information obtainable in the library and addressing the group on how the library can assist them.
- (iv) All the community libraries provided a community information service, whereby information concerning community matters are provided to those requesting it. Referrals are made to relevant organizations if the library cannot be of assistance. Practical assistance in filling out forms and writing curriculum

Review of the Related Literature

vitae are also provided and typing and photocopying machines are available.

- (v) Co-operation between the community libraries and other organizations in the communities exists. In the case of St. Wendelins and Tshelimnyama, co-operation is a continual process and the exchange of information is a regular occurrence. The other libraries co-operate with organizations on an ad hoc basis.
- (vi) Needs analyses are occasionally done in all the libraries, but then mostly on library members. Only 25% of the respondents indicated that they try to determine the needs of non-members. This is done by listening to the needs expressed by the group during social gatherings. Other methods used include waiting for members to express a need, observing users behaviour when searching for enquiries.

Musib, S K⁶ (1998) "Information needs and sources of information of the rural agriculturalists: A survey" The main aim of the study were to determine their information needs and the major source of information used. The major findings are most important information sources were found to be personal experience, friends, neighbours, relatives, family members, fellow professionals and persons in agricultural offices.

Sajjad UR Rehman et al⁷. (1998) made a study under the title "Needed capabilities and development strategies for future Information Professionals: A Malaysian perspective". The objectives of the study were (i) to gather and analyse relevant perceptions of the

Review of the Related Literature

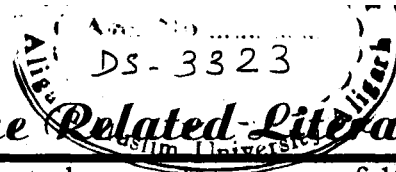
middle and top-management of the Malaysian librarianship about the deficiencies of Information Professionals, trends in the professional practice during the next 5-10 years and strategies they propose for improving professional preparedness of entry level librarians. (ii) to relate the findings of the survey to the strategies need for an improved education and development programme for library and information professionals. The open ended questionnaire method used to collect the necessary information.

Sahu J K⁸ (1997) made a study under the title "Library use: An Analytical Study". The major objective of the study was ^{to} examine the patterns and habits of library users catalogue usage, usage of books and periodicals and time spent in the library. The study was carried out by questionnaire every user. The major finding who consulted the library card catalogue after their searches to ascertain the purpose of consultation of the catalogue. Maximum use of the library was made by an outside users out of a total of 600 visitors only 200 consulted the library catalogue while the rest being old users of the library, went straight to the library shelves. The study indicated the user interactions with the libraries by the internal and external users. A real time study of the physical interaction of user with the libraries provide sufficient insight for planning physical layouts of libraries understanding the relevance and utility of various services and information seeking behaviour of users. Lists some suggestions and opinions expressed by users including an alphabetical subject Index to be placed near the catalogue and the provision of online and CD-ROM search.

Review of the Related Literature

Singh, Rajesh⁹(1997) made a study under the title “users survey: Findings and suggestions”. The major objective of the study were (i) to know the extent of which users avail the services of the library under consideration in different circumstances (ii) to reveal with what purpose user use the library (iii) to determine the extent to which they are aware about the different sections and services of the library and the extent to which each of this section or services are used. (iv) to identify the users approach to information to satisfy their requirements (v) to determine the adequacy of the library resources and services for its users. For the collection of data questionnaire and interview method used by the investigator. The major findings as (i) 56% of total sample have reported to visit library frequently before examination (50% of UGs, 60.97% of PGs 65% of RSs). The frequent visitors during examination time are 48% (ii) more than half (51.56%) UGs use library to work is a peaceful place, 55% of RSc use the library to keep informed themselves about current development, 26.82% of PGs use library use library to obtain reference (iii) Books are of older edition and researcher are not able to cope up with requirement of their research and are best for journals (iv) Rare books thesis and magazines meant for competition or competitive examination have been valued by all group as equal to ‘periodicals’ and ‘journals’ with different implication (v) Two findings are disheartening about inter library loan service and reprographic services.

Bockenstedt, J¹⁰ (1997) conducted a study under the title “Looking at the future: Conducting a survey at the American Library



Review of the Related Literature

in Paris". The main objective of the study was how users felt out a new ALP service a referenced tax has been open since October 1995. questionnaire method use to collect the necessary information the major findings is the majority of the user are satisfied with the library and the new reference service the survey also suggest the other areas for further study.

Devi, V Chaya¹¹(1996). Conducted a study under the title "Attitude of end users towards online information retrieval a case study of NSDRC library Vishakapatnam". The objective of the study were to know the attitude of the end user of the Technical Information Cell (TIC) of National Ship Design Research Institute towards the online information search and retrieval. The questionnaire method used to collect the necessary information. The major findings are (i) Majority of the end users preferred to search the information through online that of manual method due to the reasons of immediate and global accessibility of information. (ii) Most of the end-users agreed that the experience with the time made them expert in getting access to information through on-line. (iii) Most of the respondent expressed that bibliographic database is the most convenient source to access information.

Thapisa, APN¹² (1996). Conducted a study under the title "Legislative Information needs of Indigenous Parliamentarians in Botswana and impact on effective decision making". The objectives of the study were. (1) determine the information needs of the MPs in Botswana (ii) Identify sources used by Parliamentarians to satisfy their Information needs (iii) Know the degree of assistance which MPs

Review of the Related Literature

require in using information in Parliamentary debates (iv) Find out the adequacy of the National Assembly Library and the research unit in providing the parliamentarians with information they need and (v) suggest possible means by which information services to parliamentarians can be improved. The semi structured questionnaire method was used to collect the necessary information. The major findings were (i) the responses from MPs in Botswana show that they appear to perceive information both as all parliamentary, Kgotta cabinet and committee proceedings and all published or unpublished knowledge. They have also demonstrated an awareness of the value and importance of information in legislative debates (2) the Botswana daily news and Mmegi (The reporter) are the most popular sources of information followed by the member's own constituents. The information available in these sources, however is not always necessarily tailor-made or directed towards specific needs. (3) respondents appear not to be their most favoured source of information members expressed a need for development and agriculture. Most of this information is not available in the library. (4) a small number of respondents have made important legislative decisions without adequate information because they do not seem to get information when they need it most. (5) respondents appear to prefer reading news papers and journals to books. They argued that information in books is often out of date and does not always relate to the immediate situation or problem.

Rama Krishna, N V¹³ (1995) conducted a study under the title "Press vision service at National facility for Animal Tissues and cell

Review of the Related Literature

culture (NFATCC): A case study". The objective of the study were (i) to providing timely access to press clipping index on topical interest, the data base named PRCLIP is designed and developed by using CDS/ISIS software (ii) identifying the areas where new research activities can be under taken (iii) countries where research and development activities are in progress at different, institutions/organization. The result of the study shows the press clipping service act as a catalyst to gain repaid access to pin pointed are reliable information for scientists/technocrats in their research work.

Lalitha, M¹⁴ (1995) made a study under the title "Information seeking behaviour of Medical and Engineerng personnel a comparative study with reference to their library use." The objective of the study were (i) to identify, in quantitative terms, the various categories of medical and engineering personnel (ii) to ascertain their information requirements, in terms of topic of interest and the type of material needed by them (iii) to find out the sources and services, now existing in the respective field to satisfy the information needs of the two categories (iv) to assess the primary libraries (i.e. the libraries in the institution of their work) of these users (v) to find out the response of the user towards the existing system, particular the reason for under utilization. If any, of the existing facilities. The methodology used in the study includes literature search survey using questionnaire, supplement with interview for collect the data. The major findings are (i) user education seems to be must for the medical and engineering personally, even through they belong to the two advanced field of

Review of the Related Literature

technology where information has found its utmost importance (ii) the complexities of information and communication necessitates easier and short cut techniques rather than a total reliance on the cumbersome conventional information search techniques in libraries (iii) users information seeking behaviour will take a clear shape and expression only when he is provided with the proper bibliographic mechanism and resource support in the light of modern technology and user education programmes.

Veranjaveyulu, K¹⁵ (1994) made a study under the title “A study with reference to information sources and services in Sri Venkateswari Medical college Library, Tirupathi”. The major objectives of the study were (i) the problems of readers if any, in using library services and various services that rendered by the information system (ii) various types of information needs of the users of S V Medical college library (iii) various methods by which the readers seek their information (iv) the user satisfaction as to both quality and quantity of information sources/services exposed to them (v) the library facilities available to staff and student, their effectiveness. The questionnaire method was used to collect the data the major findings are (i) the basic sources are adequate. This may be due to the frequent use of the medicos for their day to day responsibilities viz; treatment, diagnosis is and teaching (ii) The adequacy of the reference sources falls short. This way be due to the less number of reference sources available in the S V Medical college library (iii) inadequacy of using periodicals may be mainly due to most of the periodicals of their requirement are not acquired in the library. This is due to inadequate

Review of the Related Literature

funds available for S V Medical college. (iv) the reference collection is inadequate due to the non-availability of some important reference tools in the library (v) most of the respondents are not satisfied the inter library loan service offered by the library (vi) the catalogue cards are not arranged strictly according to the alphabetical order (vii) majority of the students respondents have not understood the classification system followed.

Mallaiah, T Y and Badani, K K¹⁶ (1993) under the title “Library and information service facilities in mangalore university library from the research scholars point of view: A survey.” The main objective were (i) to find out the types of information sources required by the research scholars (ii) to find out the information need of research scholars (iii) to ascertain the opinion of the users regarding the adequacy of information resource and services available in the library (iv) to identify the method that the reader of the library adopt to locate the required information sources (v) to identify the problems faced by the user in using the library. The questionnaire method was used to collect the data. The major findings was (i) a majority of respondents are reported to visit the library with the purpose of consulting periodicals, books, news paper and magazine and reference documents (ii) the study identify that 52% of the respondents faced problems in locating documents / information in the library 70.4% respondents approach the documents through the author in the author catalogue (iii) the study also identified that books, encyclopedias, dictionaries, newspaper and magazine are sufficient to meet the academic and research needs, and that periodicals and report literature

Review of the Related Literature

are not adequate enough to meet their academic and research needs (v) the majority of respondents were found to be aware of the services such as reference service and circulation services offered by the university library.

Seth, Mahendra Kumar¹⁷ (1992) conducted study under the title "Photocopying services in special library. An analytical study". In this paper he has been made to analysis the data on photocopying of articles etc. Supplied to the scientists of the laboratory from both the in-house and outside sources. The analysis also reveals how effectively the photocopying services are utilized by different division of the laboratory. The major findings are that the photocopying units with its available manpower and technical know-how are doing a good job. Data also show that there is some problem in efficient functioning. They are (i) Lack of trained staff for handling the equipment (ii) the libraries is not provided with sufficient non-securing funds for developing the unit i.e. acquiring additional equipment, its maintenance and repairing.

Kumar, R P¹⁸ (1991) conducted a study under the title "An evaluation of library and information services provided by Medical Library". The major objective includes (i) to develop patterns of teaching in the under graduate medical education in all its branch so as to demonstrated a high standard of medical education to all medical college and other allied institutions in India (ii) to bring together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity and (iii) to attain for India self sufficiency in Post Graduate medical education.

Review of the Related Literature

Questionnaire method was used to collect the data. The major findings are (i) Book collection should be strengthened. New edition should be purchased immediately as soon as they became available in the market (ii) new periodicals should be added in the subscription list (iii) for getting books in inter library loan an additional person should be deputed.

Review of the Related Literature

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Chapter - 3

Methodology

Statement of the problem

Objective of the study

Hypothesis

Methodology

Tools used for the study

Sample Population

Variable taken

Pilot Survey

Data Collection Procedure

Data Analysis Method

METHODOLOGY

This chapter deals with the methodology used in the study and has been discussed under the following headings:

- Statement of the problem
- Objective of the study
- Hypothesis
- Methodology
- Tools used for the study
- Sample population
- Variable taken
- Pilot survey
- Data collection procedures
- Data Analysis methods

Statement of the Problem

The problem for the present study is entitled “Library and Information Services of Indian Parliament Library: A Survey”.

Objectives of the study

- 1) To know the purpose of visit to the library.
- 2) To find out user’s opinion regarding the awareness, utilization, satisfaction level of different services, provided by Indian parliament library.
- 3) To find out the most impressed service provided by the Parliament library.

Methodology

- 4) To find out the most used document by the Member of Parliament.
- 5) To recognize the user's opinion about the language which they preferred to read.
- 6) To know the user's opinion about the perception of information.
- 7) To know the strategy to search the library material.
- 8) To know the various types of services provided by the Indian Parliament library.
- 9) To know the members reaction about the behavior of library staff.
- 10) To find out the purpose of using the online/Internet Service.
- 11) To find out the user's opinion regarding the collection of Document in Indian Parliament Library.
- 12) To find out user's opinion regarding digital collection.
- 13) To relies the user's satisfaction level regarding the CCTV system in Indian parliament library.
- 14) To find out the user's response regarding the computerized service, provide by the library to the Member of Parliament.
- 15) Determine the information needs of the MPs in Indian Parliament Library.
- 16) Identify sources use by parliamentarians to satisfy their information needs.

Methodology

- 17) To know the degree of assistance which MPs required in using information in parliamentary debates.
- 18) Suggest policy means by which information service to parliamentarians can be improved.

Hypothesis

- (1). Most of the users are aware about all the services available in the Indian Parliament Library.
- (2). Most of the users are utilizing the Indian Parliament Library services.
- (3). A large number of users are satisfied with the collections, facilities and services of the library.
- (4). A large number of users are happy/satisfied with the behaviour of library staff.
- (5). Most of the users are utilizing the computer based services provide by Indian Parliament Library.

Methodology

Research/survey is the most important tool for advancing knowledge for promoting progress and for enabling man to relate more effectively to his environmental to accomplish his purpose and to resolve his conflicts. It is oriented towards the discovery of the relationships that exist among the phenomena of the world in which we live.

The categorization of the proposed investigation into a certain type of research/survey a corresponding method or method designed for it and appropriate techniques for collecting and analyzing data are together

Methodology

The categorization of the proposed investigation into a certain type of research/survey a corresponding method or method designed for it and appropriate techniques for collecting and analyzing data are together known as methodology. There are several techniques for collecting data such as

- (i) Observation.
- (ii) Interview.
- (iii) Questionnaire.
- (iv) Schedule.
- (v) Other methods which include
 - (a) Using mechanical device.
 - (b) Through project techniques.
 - (c) Depth interview and
 - (d) Content analysis etc.

For this study the investigator used following techniques for collecting necessary data.

Observation Technique

Questionnaire Technique

Interview Technique

Questionnaire Technique

Questionnaire is “a formal list of question especially as used in an official enquiry” Questionnaire is constructed translating the aims and objectives of the survey study. This is a major and popular instrument of the survey studies. This method of data collection is quite popular,

Methodology

particularly in case of big enquires. It is called heart of survey operation the questions are formed in such a way that the relation of one question to another can be readily apparent to the respondent question sequence must be clear and answer can be given by checking yes or No by selecting one of the possible answer provided in the questionnaire.

Questionnaire are of two types

Open Questionnaire: In this type of questionnaire no answer is given against question. Respondent supply the answer in his / her own words.

Closed Questionnaire: In this type of questionnaire answer is given against the question the respondent has to select the alternate answer written against the question so the work of the respondent is to tell on the right answers.

Observation Technique

Observation is at once the most primitive and the most refined of modern research techniques. P.V Young defines observation as.

“Systematic viewing, coupled with consideration of the seen phenomena in which main consideration must be given to the larger unit of activity by which the specific observed phenomena occurred”.

This method implies the collections of information by way of the investigators own observation without interviewing the respondent. In this method we observe things around us. It is well established technique for collection of data. It is the method of acquiring knowledge about is normally employed in measuring, testing characterizing human behaviour.

Methodology

Informal interview technique

Interview technique as a social survey tool is used by contemporary investigators. The interview technique is more direct and has greater flexibility. This method is unique because the collection of data is through direct verbal interaction between individuals. The investigation used personal interview method in this method interview asked question generally in a face to face contact to the other persons or respondents.

TOOLS USED FOR THE STUDY

Questionnaire, observation, informal interview are used as the tools for the study for collecting necessary data.

Sample Population

It is not feasible to collect large quantity of data from the entire population of the library users in parliament library. Therefore the sample was selected by using stratified sampling method (Rajya Sabha, Lok Sabha and other users like cabinet member council of Parliament are group under this method) given the representation under stratified sampling random sample technique was adopted.

The present study is conducted on a sample of 300 members of Parliament library. A total number of 500 questionnaires were administered among users of Parliament library. A total number of 345 filled questionnaires were returned back from the users. The investigator selected only 300 out of 345 questionnaires for the analysis of data 45

Methodology

questionnaires were rejected because of incomplete response from the respondents.

Variable Taken

In order to achieve the objective of the study and get the meaningful conclusion the variable taken such as the following.

Member of Lok Sabha

Member of Rajya Sabha

Council of Parliament

Member of Cabinet

Pilot Survey

A study preceding the main study usually to check the viability of the study design, is known as pilot study or survey. A pilot survey was under taken to ensure that the questionnaire were as meaningful to the average respondent as they were to the investigator and to decide which questions relevant for the purpose of the study. About 50 questionnaire were distributed to the members of parliament library for the pilot study which was very helpful in modifying the questionnaire suitably.

Data Collection Procedure

Investigator visited Parliament library and approached the members (MPs) to collect the necessary data. Questionnaires were administered to the members and filled questionnaire were collected back after one week. The investigator personally consulted members and made an informal talk with regards to Parliament library. Besides this

Methodology

observation method also used to observe the functioning and working condition of different division of parliament library.

Data Analysis method

The data collected through questionnaire, observation and informal interview are organized and tabulated by using statistical method, tables and percentage.

Chapter - 4

Analysis and Interpretation

Analysis and Interpretation

Analysis and Interpretation

The problem for the present study is “Library and information Services of Indian Parliament Library: A survey”. The collected data are organized and tabulated by using statistical methods, tables and percentages. This chapter deals with the analysis and interpretation of the data which have been collected through questionnaire, interview and observation. A total number 500 questionnaire, were administered among the Parliament Library members 345 questionnaire were returned and the investigator selected 300 for the analysis of data 45 questionnaire were not considered for the analysis because of poor and in complete response of the respondents.

Analysis and Interpretation

Data Analysis

Distribution of Questionnaire

Political Parties Wise

Table – 1.1

| Political Parties | No. of Respondents | | | Total |
|-------------------|--------------------|-------------|------------|---------|
| | Lok Sabha | Rajya Sabha | Others | |
| BJP | 15(14.28%) | 30(27.02%) | 21(25%) | 66(22%) |
| SP | - | 3(2.70%) | 3(3.57%) | 6(2%) |
| BSP | 3(2.85%) | 3(2.70%) | 3(3.57%) | 9(3%) |
| JD | 6(11.42%) | 6(5.40%) | 6(7.14%) | 18(6%) |
| RSP | 3(2.85%) | 3(2.70%) | 3(3.57%) | 9(3%) |
| DMK | 3(2.85%) | 3(2.70%) | 3(3.57%) | 9(3%) |
| INLD | - | 9(8.10%) | - | 9(3%) |
| RJD | 6(5.71%) | 6(5.40%) | - | 12(4%) |
| INC | 30(28.51%) | 24(21.62%) | 27(32.14%) | 81(27%) |
| SS | - | 6(5.40%) | 6(7.14%) | 12(4%) |
| CPI | - | 6(5.40%) | 3(3.57%) | 9(3%) |
| MDMK | - | 6(5.40%) | - | 6(2%) |
| SAD | 3(2.85%) | 3(2.70%) | 3(3.57%) | 9(3%) |
| TDP | 12(11.42%) | - | 6(7.14%) | 18(6%) |
| AIADMK | 3(2.85%) | - | 6(7.14%) | 9(3%) |
| ABLC | 3(2.85%) | - | - | 3(1%) |
| IND | 3(2.85%) | - | - | 3(1%) |
| BJD | 3(2.85%) | - | - | 3(1%) |
| TOTAL | 105 | 111 | 84 | 300 |

Table 1.1 indicates the details of the distribution of questionnaire among the users of Indian Parliament Library out of 105 questionnaire distributed among

Analysis and Interpretation

the Lok Sabha members, 30(28.51%) were distributed among the Congress members and 15(14.28%) questionnaire were distributed among the BJP members.

The table evidence that among the (300) respondents 66 (22%) questionnaire were administrated among the BJP members, 6(2%) are administrated SP members and 9(3%) of them distributed to BSP members. Similarly 18(6%) questionnaire were distributed among JD members.

12(4%) questionnaire were administrated among RJD members and among the INC members 81(27%) questionnaire were distributed,

Gender Wise

Table – 1.2

| Gender | No. of Respondents | | | Total |
|---------------|---------------------------|--------------------|--------------------|--------------------|
| | Lok Sabha | Rajya Sabha | Others | |
| Male | 93(88.57%) | 96(87.38%) | 64(76.18%) | 253(84.33%) |
| Female | 12(11.42%) | 15(11.77%) | 20(23.809%) | 47(15.66%) |
| Total | 105 | 111 | 84 | 300 |

Table 1.2 indicate that 93(88.57%) questionnaire were distributed to the male members of the Lok Sabha and 12(11.42%) were distributed female members.

While 96(87.38%) and 15(11.77%) questionnaire were distributed among male members and female members of the Rajya Sabha .

The table indicate that out of 300 questionnaire 253 (84.33%) questionnaire were administrative among the male member and 47(15.66%) of them female members.

Analysis and Interpretation

Frequency of Library Visit

Table – 2

| Frequency | No. of Respondents | | | Total |
|-------------------|--------------------|-------------|------------|----------|
| | Lok Sabha | Rajya Sabha | Others | |
| Daily | 60(57.14%) | 57(51.35%) | 33(39.28%) | 150(50%) |
| Once in a week | 24(22.85%) | 30(27.02%) | 21(25.00%) | 75(25%) |
| Once in a 15 days | 12(11.42%) | 24(21.62%) | 12(21.43%) | 48(16%) |
| Once in a month | 9(8.57%) | - | 18(21.43%) | 27(9%) |

It is clear from the table 2 that out of 105 respondents 60(57.14%) members of Lok Sabha use the Library daily, while out of 111 respondents of Rajya Sabha 57 (51.34%) members visit the library daily

The table evidence also that among 300 respondents 150(50%) of users are using the library daily, 75(25%) of them are use once in a week and 48(16%) members are use fortnightly, only 27(9%) are use once in a month.

Awareness to the library services

Table – 3

| Services | No. of Respondents | | | Total |
|-------------------------|--------------------|-------------|------------|-----------|
| | Lok Sabha | Rajya Sabha | Others | |
| Lending Service | 105(100%) | 111(100%) | 84 (100%) | 300(100%) |
| Reference Service | 105(100%) | 111(100%) | 84(100%) | 300(100%) |
| Press Clipping services | 105(100%) | 111(100%) | 84(100%) | 300(100%) |
| Microfilming service | 90(85.71%) | 60(54.05%) | 30(35.71%) | 180(60%) |
| Reprography service | 105(100%) | 111(100%) | 84(100%) | 300(100%) |
| Computer/Online service | 105(100%) | 111(100%) | 84(100%) | 300(100%) |
| Archive service | 60(57.14%) | 36(32.43%) | 21(25%) | 117(39%) |
| Teleprint service | 54(51.42%) | 63(56.75%) | 18(21.42%) | 135(45%) |
| Audio-Visual service | 105(100%) | 111(100%) | 84(100%) | 300(100%) |

Among the 300 respondents all the users showed their fully awareness about the services such as lending, Reference, Press clipping, Reprography, Computer-Online and Audio-Visual. (Table3) But only 180(60%), 117(39%) and 135(45%) user are aware about the services like Microfilming, Archive & Teleprint respectively.

Analysis and Interpretation

Utilization of the Library Services

Table – 4

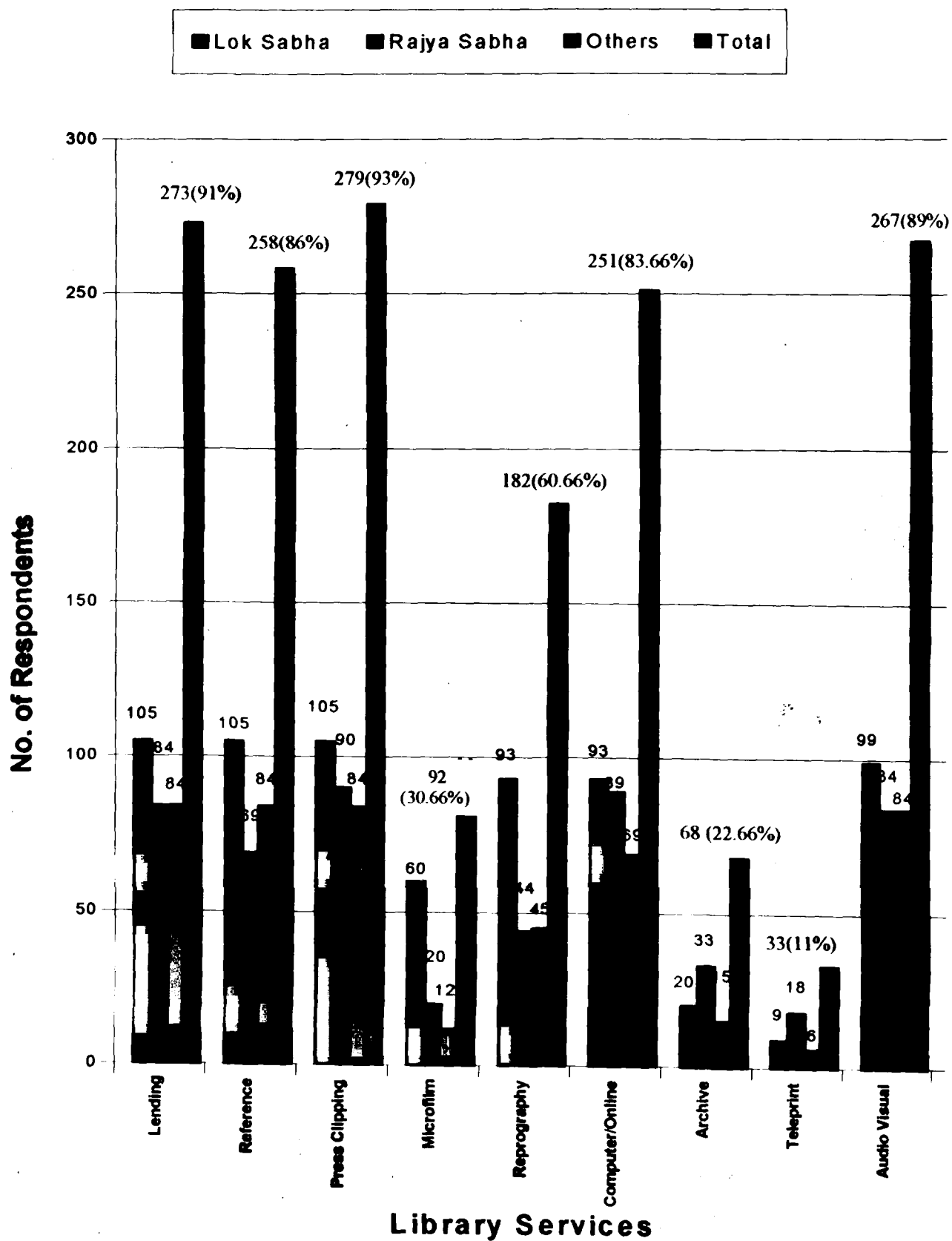
| Library Services | No. of Respondents | | | Total |
|------------------|--------------------|-------------|------------|-------------|
| | Lok Sabha | Rajya Sabha | Others | |
| Lending | 105(100%) | 84(75.67%) | 84(100%) | 273(91%) |
| Reference | 105(100%) | 69(62.162%) | 84(100%) | 258(86%) |
| Press Clipping | 105(100%) | 90(81.08%) | 84(100%) | 279(93%) |
| Microfilm | 60(57.14%) | 20(18.01%) | 12(14.28%) | 92(30.66%) |
| Reprography | 93(88.57%) | 44(36.93%) | 45(53.57%) | 182(60.66%) |
| Computer/Online | 93(88.57%) | 89(80.18%) | 69(82.14%) | 251(83.66%) |
| Archive | 20(19.04%) | 33(29.72%) | 15(17.85%) | 68(22.66%) |
| Teleprint | 9(8.57%) | 18(16.21%) | 6(7.14%) | 33(11%) |
| Audio Visual | 99(94.28%) | 84(75.67%) | 84(100%) | 267(89%) |

Table 4 indicates utilization of the services of the Indian Parliament Library, out of 105 members of Lok Sabha all the users (100%) are use the Library services such as lending, reference and press clipping followed by reprography (88.57%), audio visual service 99(94.28%) and internet (83.57%) etc.

Among the 111 Rajya Sabha members, the press clipping service is more popular (81.08%).

The table evidences that out of 300 respondents, 273(91%) of users are using lending services, 258(86%) of them are use the reference service, while 279(93%), 92(30.66%) and 182(60.66%) members are use the press clipping, microfilm in and reprography service respectively.

Utilization of the Library Services



Analysis and Interpretation

Opinion About the Library Services

Table – 5

| Opinion | No. of Respondents | | | Totals |
|--------------------|---------------------------|--------------------|-------------------|-------------------|
| | Lok Sabha | Rajya Sabha | Others | |
| Satisfied | 84(80%) | 93(83.78%) | 54(64.28%) | 231(77%) |
| Unsatisfied | 18(17.14%) | 12(10.81%) | 5(5.95%) | 35(11.66%) |
| No response | 3(2.85%) | 6(5.40%) | 10(11.90%) | 19(6.33%) |

The table 5 evidence that among the 105 members of Lok Sabha 84(80%) are satisfied with the Library services while out of 111 respondent of Rajya Sabha 93(83.78%) are satisfied

On the analysis (table 5), it is clear that among the 300 respondents 231 (77%) of users are satisfied and 35 (11.66%) of them are unsatisfied with library services But 19(6.33%) members did not given any response to this queries

Analysis and Interpretation

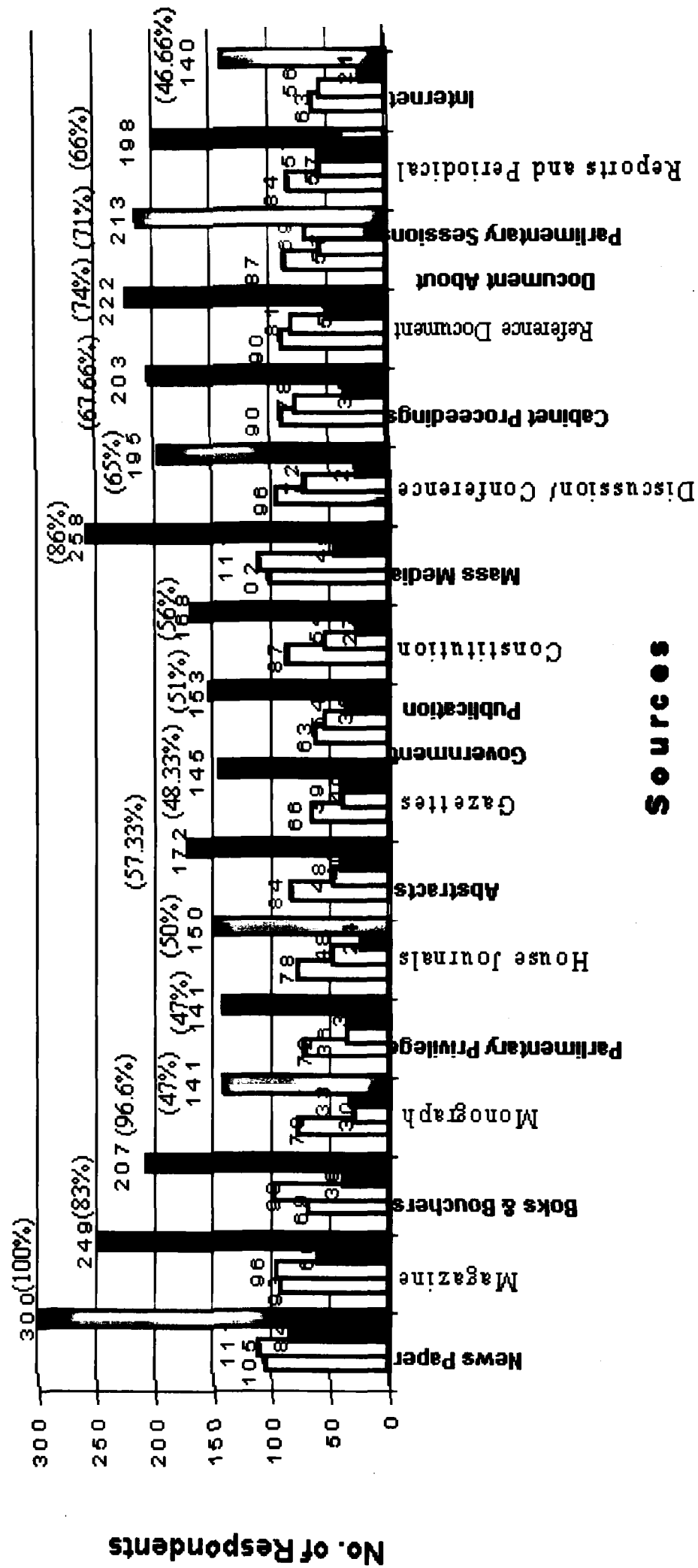
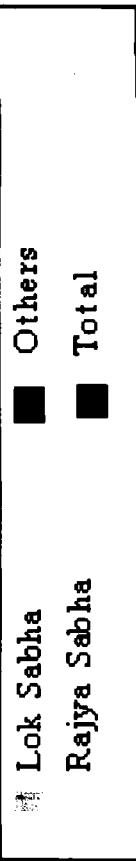
Utility of Sources

Table – 6

| Sources | No. of Respondents | | | Total |
|---------------------------------------|--------------------|-------------|------------|-------------|
| | Lok Sabha | Rajya Sabha | Others | |
| News paper | 105(100%) | 111(100%) | 84(100%) | 300(100%) |
| Magazine | 93(88.57%) | 96(86.48%) | 60(71.42%) | 249(83%) |
| Book & Brouchers | 69(65.71%) | 99(89.18%) | 39(46.42%) | 207(68.66%) |
| Monograph | 78(74.28%) | 30(27.02%) | 33(39.28%) | 141(47%) |
| Parliamentary Privilege | 72(68.57%) | 36(32.43%) | 33(39.28%) | 141(47%) |
| House Journal | 78(74.28%) | 48(43.24%) | 24(28.57%) | 150(50%) |
| Abstracts | 84(80%) | 48(43.24%) | 40(47.61%) | 172(57.33%) |
| Gazettes | 66(62.85%) | 39(35.13%) | 40(47.61%) | 145(48.33%) |
| Government Publication | 63(60%) | 54(48.64%) | 36(42.85%) | 153(51%) |
| Constituent | 87(82.85%) | 54(48.64%) | 27(32.14%) | 168(56%) |
| Mass Media | 102(97.14%) | 111(100%) | 45(53.57%) | 258(86%) |
| Discussion/Conference | 96(91.42%) | 72(64.86%) | 27(32.14%) | 195(65%) |
| Cabinet Proceedings | 90(85.71%) | 78(70.27%) | 35(41.66%) | 203(67.66%) |
| Reference Document | 90(85.71%) | 81(72.97%) | 51(60.71%) | 222(74%) |
| Document About Parliamentary Sessions | 87(82.85%) | 57(51.35%) | 69(82.14%) | 213(71%) |
| Reports and Periodicals | 84(80%) | 57(51.35%) | 57(68.07%) | 198(66%) |
| Internet | 63(60%) | 56(50.45%) | 21(25%) | 140(46.66%) |

The data shown in table 6 clearly indicates that among 105 members of Lok Sabha and 111 members of Rajya Sabha all the respondents (100%) are

Utility of Sources



Sources

Analysis and Interpretation

reading ~~that~~ News papers followed by Magazine, book and brochures. ~~by both~~
houses members.

The table clearly depicts that all of users are reading newspaper. Similarly 249(83%), 207(96.66%) and 141 (47%) are utilize Magazine, book and brochures and monograph respectively. While 141(47%) one utilize the parliamentary privileges, 150 (50%) are use the house of journal, 172(57.33%), 145(48.33%) and 153(51%) are utilize the abstracts gazettes and government publications respectively. Constitutional sources are utilize by 168(56%) respondents.

Similarly 258(86%) of them use the mass media followed by cabinet proceeding 203(67.66%).

222(74%) of the users consult the reference documents, 213 (71%) of them consult the documents about parliamentary session. 198(66%) members using the library sources for consulting documentary reports and periodicals and 165(55%) using Internet for information seeking.

It is clear from the above data that most of the users of parliament library read news paper regularly.

Analysis and Interpretation

Users Strategy for Searching the Documents

Table – 7

| Searching of document | No. of Respondents | | | Total |
|----------------------------------|--------------------|-------------|------------|----------|
| | Lok Sabha | Rajya Sabha | Others | |
| Search the Shelves them self | 36(34.28%) | 33(29.72%) | 36(42.85%) | 105(35%) |
| Consult the Library Catalogue | 63(60%) | 51(45.94%) | 39(46.42%) | 153(51%) |
| Seek Assistance of Library Staff | 105(100%) | 93(83.78%) | 48(57.14%) | 246(82%) |

The table 7 evidence that among 300 respondents 105(35%) of users are searching the document from the library themselves, 153(51%) of them are consulting the library catalogue. The majority of the members 264(82%) are take the help from Library staff to search necessary documents.

Utility of Computerized and Online Services

Table – 8

| Computer Online Service | No. of Respondents | | | Total |
|-------------------------|--------------------|-------------|------------|----------|
| | Lok Sabha | Rajya Sabha | Others | |
| Yes | 90(94.28%) | 90(81.08%) | 69(82.14%) | 258(86%) |
| NO | 6(5.71%) | 21(18.91%) | 75(17.85%) | 42(14%) |

Users opinion in table 8 reveals that, among the 300 respondents, 258(86%) of library users are utilizing computerized and online service. But 42(14%) of them do not use the same.

Analysis and Interpretation

Frequency of Internet Use

Table – 9

| Frequency | No. of Respondents | | | Total |
|-------------|--------------------|-------------|------------|-------------|
| | Lok Sabha | Rajya Sabha | Others | |
| Daily | 52(49.52%) | 60(54.05%) | 30(35.71%) | 142(47.33%) |
| Weekly | 22(20.95%) | 30(27.02%) | 27(32.14%) | 79(26.33%) |
| Fortnightly | 16(15.23%) | 21(18.91%) | 18(21.42%) | 55(18.33%) |
| Monthly | 14(13.33%) | Nil | 9(10.71%) | 23(7.66%) |

It is evidences from table 9 that out of 105 members of Lok Sabha, 52(49.52%) members are using the Internet service daily, while out of 111 member of Rajya Sabha, 60(54.51%) are utilizing the Internet service daily.

Data also reveals that among the 300 respondent, 142(47.33%) of user are using Internet daily 79(26.33%) of them are use weekly and 55(18.33%) members are use fortnightly only 23(7.66%) are use internet service monthly.

Analysis and Interpretation

Purpose of Seeking Information

Table – 10

| Purpose | No. of Respondents | | | Total |
|---------------------------------------|---------------------------|--------------------|-------------------|--------------------|
| | Lok Sabha | Rajya Sabha | Others | |
| For speeches | 105(100%) | 111(100%) | 51(60.71%) | 267(89%) |
| For Data analysis | 75(71.42%) | 57(51.35%) | 36(42.85%) | 168(56%) |
| For Decision making | 45(42.85%) | 33(29.72%) | 45(53.57%) | 179(59.66%) |
| To answer enquiries | 87(82.85%) | 72(64.86%) | 42(50%) | 201(67%) |
| For Parliamentary Work | 105(100%) | 111(100%) | 84(100%) | 300(100%) |
| For Updating Knowledge | 90(85.71%) | 63(56.75%) | 61(72.61%) | 281(93.66%) |
| For General Information | 33(31.42%) | 27(24.32%) | 15(17.85%) | 75(25%) |
| Out Side Parliamentary Affairs | 15(14.28%) | 18(16.21%) | 12(14.28%) | 45(15%) |
| For Responding enquiries | 96(91.42%) | 66(59.45%) | 48(57.14%) | 265(88.33%) |

After analysis the data of table 10 indicates that all the members of Lok Sabha and Rajya Sabha are seeking the information for preparing speeches.

The table reveals that out of 300 respondents 267(89%) of them are seeking information for preparing parliament speeches, 168(56%) are seeking for data analysis, 179 (59.66%) seeking information for decision making similarly 201(67%) and 281(93.66%) are seeking information to answer queries and for updating knowledge while (100%) users seeking information for parliamentary work, 75(25%) of seeking information for general

Analysis and Interpretation

information. 45(15%) and 265(88.33%) are seeking information for outside parliament affairs and responding queries respectively.

View About the Staff

Table – 11

| Views | No. of Respondents | | | Total |
|------------------|---------------------------|--------------------|-------------------|-----------------|
| | Lok Sabha | Rajya Sabha | Others | |
| Excellent | 30(28.57%) | 69(62.16%) | 33(39.28%) | 132(44%) |
| Good | 63(60%) | 33(29.72%) | 30(35.71%) | 126(42%) |
| Moderate | 12(11.42%) | 9(8.10%) | 21(25%) | 42(14%) |
| Poor | Nil | Nil | Nil | Nil |

It is clear from the table 11 that among 105 members of Lok Sabha and 111 members of Rajya Sabha, 63(60%) of users opinion that staff is good and 69(62.16%) of member opinion is that staff is excellent.

It is evidence from table (11) that among 300 respondents, 132(44%) of users expressed their view that staff is excellent while 126 (42%) of them are satisfied with the staff and they expressed their view that they are good. Only 42(14%) are says that the staff of Indian Parliament Library are Moderate.

Chapter - 5

Conclusion, Findings & Suggestions

Conclusion

Findings

Tenability of Hypothesis

Suggestion

Recommendation for further research

Conclusion, Findings & Suggestion

Conclusion

The present study sought to examine the Library and Information services in Indian Parliament Library: a Survey.

Most of the objectives are met satisfactory and most of the users are satisfied with the various types of services provided by Indian Parliament Library.

The present study seeks to analysis the information requirement of legislators in general with particulars reference to that of the members of the Indian Parliament. After discussing the importance of objective information for legislators for their effective functioning. The study delves deep into the information explosion which we are witnessing to-day and how a modern day parliamentary library has to function in the emerging scenario.

Coming specifically to the Indian context, in the study discusses the evolution of the parliament library. The ever-growing information demands of members are dealt with n the context of the expansion of library facilities. It narrates in detail the varied activities of the library, reference and research services and varied facilities extended to members. Emphasis is also laid on the modernization programme. Computerization, microfilming audio-video library, linkage of parliament library.

A wide range of subjects, issues and problems embracing almost all aspects of national and international activities come up for discussion before parliament from time to time. To deliberate on all these, members

Conclusion, Findings & Suggestion

of parliament constantly need timely, non partisan, authentic and complete information. Such information on the world around them is the most crucial input that facilitates a parliamentarian's work. Members in fact have an inalienable right to be informed. Since the legislators are hard pressed for time information has to be supplied to them in readily usable form and at short notice.

“Information dissemination” involves gathering, organizing, processing and analyzing information and storing it in easily retrievable form. This can be provided only by a professional body.

The sources of a parliamentarian's information are many, but it is imperative for the legislature to develop its own independent, professionally managed system for collection, storage and retrieval of information. In the Indian Parliament, this service is provided by the Parliament library and reference, Research, Documentation and Information Service (LARRDIS), which is an important functional serving of the Lok Sabha secretariat

LARRDIS is entrusted with the onerous task of catering to all the information requirements of members of Parliament thus contributing substantially to the concept of an “Informed Legislature” which is a sine qua non for a successful Parliamentary democracy.

LARRDIS is a part of the administrative set-up of the Lok Sabha secretariat, it serves members of both the houses of parliament and functions, by and large, on a subject section-cum-desk officer system. The aim at every level is to ensure the development of necessary

Conclusion, Findings & Suggestion

specialization and expertise coupled with diversification of experience and interchangeability of desks within the broad subject areas.

LARRDIS is presently divided into the following functional divisions:

- 1) The research and reference division.
- 2) The media and research division.
- 3) The parliamentary affairs divisions.
- 4) The library and Parliamentary Museum and archives division.
- 5) The research and documentation division and.
- 6) The library computerization and parliament library building division.

The team of officers in each division is led by a joint director. All the six divisions are under the over all change of a director. Nomenclatures and the work allocation to these divisions are subject to change from time to time depending upon the exigencies.

Findings

1. The study reveals that half of the users use the library daily.
2. The study record, that all the users are fully aware and satisfied with the service such as lending, reference, Press clipping and audio visual services. While only 60% users are satisfied with the micro film services and 39% are satisfied with the Archive services.
3. A high percentage of respondents are utilizing lending, service (91%) followed by press clipping service (93%), audio visual service so on.

Conclusion, Findings & Suggestion

4. High percentage (77%) of respondent are satisfied with the over all services of the Indian Parliament Library.
5. Most of respondents are use the newspaper (100%) followed by Book and brochures (96.66%) and Mass Media (86%).
6. Most of the users are search the document through the staff (82%).
7. The study reveals that (86%) of the respondents utilize the computerized and online based services.
8. A majority of the users (47.33%) are using internet service daily while (7.66%) are use monthly.
9. The study identified that a high percentage of users are seeking the information for updating knowledge (93.66%) followed by preparing speeches (89%) respectively.
10. Most of the users ~~are~~ expressed their view that the library staff are excellent in their behaviour.
11. Respondent appear to prefer reading newspaper and current magazines. They argued that information in book is often outdated.

Tenability of hypothesis^e

The tenability of the hypothesis can be checked in the light of the above findings.

Hypothesis 1

Most of the users are aware about all the services provided by the Indian Parliament Library.

The study reveals that all the members are fully aware about the various type of services. So the hypothesis become fully true.

Conclusion, Findings & Suggestion

Hypothesis 2

Most of the users are utilizing the Indian Parliament library services. It is evident from the result of the study that high percentage of users are using library service available in the library. Therefore this hypothesis also proved true.

Hypothesis 3

A large number of users are satisfied with the collections, facilities and services of library.

According to the result of this study, a high percentage of members in Indian Parliament library are satisfied with the over all services provided by the Parliament library. So the hypothesis became true.

Hypothesis 4

A large number of users are happy/satisfied with the behaviour of library staff.

It is clear form the survey, a high percentage of expressed their view that the library staff are excellent so these hypothesis become fully true.

Hypothesis 5

Most of the users are utilizing the computer based services provide by Indian Parliament library.

It is evident from the result of study that high percentage of members are using internet services available in the library. Therefore this hypothesis also proved true.

Conclusion, Findings & Suggestion

Suggestion

- 1) User education programme must be conducted to train the members about different type of information techniques and services, especially computerized services available in the library.
- 2) High percentage of users revealed that they are not much aware about the Microfilming, Archive, Teleprinter services so library should make aware the members about the above said service.
- 3) Library should provide other information apart from Parliament affairs.
- 4) Librarian should take necessary step to make aware of database available in the Parliament library to the members of the parliament.
- 5) Library should provide printing facilities from the microfilmed documents.
- 6) Indian parliament library should move away from a traditional approach to more proactive information gathering and dissemination program, with a more assertive and outward looking information delivery system.
- 7) Information workers should not wait to be asked, they should anticipate demand and should deliver required information to the members. A demand monitoring system is required to determine what MPs are currently doing or debating to provide needed information.

Conclusion, Findings & Suggestion

- 9) More search reports and policy documents should be made available to Parliamentarians by the Indian Parliament library, especially those that have a development orientation including reports of commissions of inquiry, project evaluations, consultancy reports, and case studies.
- 10) The research unit of parliament should start “digging” for development oriented information in various place and ministries.
- 11) SDI services may start in the Parliament library to provide personalized services to the members.

Recommendations for further research

The present study brings into light on several topics on which further research can be directed. Based on the findings of the present study the following suggestions made for further research as:-

1. The same study can be conducted to know the staff opinion about the various services of the Parliament library.
2. The same study can be extended to the other special libraries also.
3. The study can also be extended to other Parliament libraries in different countries.

Appendix

Questionnaire

QUESTIONNAIRE

1. PERSONAL DATA

- (a) Name _____
- (b) Your Position _____
- Minister []
- Cabinet Member []
- Council of Parliament []
- (c) Kindly state your constituency (MP for) _____
- (d) Political Party _____
- (e) Sex: Male [] Female []

2. GENERAL INFORMATION

- (a) Do you visit the Parliamentary Library regularly? Yes/No
- (b) If yes tick the frequency
- (i) Daily []
- (ii) Once in a week []
- (iii) Once in a 15 days []
- (iv) Once in a month []
- (v) Other (please specify) _____
- (c) What is your purpose of visiting the library
- (i) Read Newspapers []
- (ii) Consult reference documents []
- (iii) Consult documents about Parliamentary session []
- (iv) Consult documentary report and Periodicals []
- (v) Internet browsing []
- (d) Are you aware about the following types of services available in the library.
Please mention as utilization also.

| | Awareness | Utilization |
|--|------------------|--------------------|
| (i) Lending service | Yes/No | Yes/No |
| (ii) Reference service | Yes/No | Yes/No |
| (iii) Press clipping service | Yes/No | Yes/No |
| (iv) Microfilming service | Yes/No | Yes/No |
| (v) Reprography service | Yes/No | Yes/No |
| (vi) Computerised information service/Internet service | Yes/No | Yes/No |
| (vii) Archive service | Yes/No | Yes/No |
| (viii) Teleprinter service | Yes/No | Yes/No |
| (ix) Audio visual & Telecasting service | Yes/No | Yes/No |

Appendix

(e) When you want to search for a certain document. What do you do?

- | | | | |
|--|---|---|--|
| (i) Search the shelves yourself | [|] | |
| (ii) Consult the library catalogue | [|] | |
| (iii) Seek assistance of library staff | [|] | |
| (iv) Other (please specify) _____ | | | |

(f) Are you satisfied with the following services provided by the library. If No please give the reason.

Reason

- | | |
|--|--------|
| (i) Lending (Computerised) service | Yes/No |
| (ii) Reference service | Yes/No |
| (iii) Press clipping service | Yes/No |
| (iv) Reprography service | Yes/No |
| (v) Microfilming service | Yes/No |
| (vi) Computerised information service/ Internet service | Yes/No |
| (vii) Archive service | Yes/No |
| (viii) Teleprinter service | Yes/No |
| (ix) Audio visual & Telecasting service | Yes/No |
| (x) Periodicals & Newspapers | Yes/No |

3. PERCEPTION OF INFORMATION

(A) How do you perceive information Yes/No

- | | |
|--|--------|
| (i) All published and unpublished knowledge any give topic. | |
| (ii) All News items in Newspapers, Radio & Television. | Yes/No |
| (iii) All items in government publications, circulars, reports and pamphlets. | Yes/No |
| (iv) All discussions at a meeting, seminar, conference. | Yes/No |
| (v) All parliamentary, Cabinet or committee proceedings. | Yes/No |
| (vi) Computer on line and Internet | Yes/No |
| (vii) Other (Please specify) _____ | |

(b) To what extent do you require information

- | | Less | More |
|--|-------------|-------------|
| (i) When preparing for parliamentary speeches, debates and questions. | [] | [] |
| (ii) When doing statistical or data analysis | [] | [] |
| (iii) When planning or making decisions. | [] | [] |
| (iv) When preparing answers for enquiries from the constituents. | [] | [] |
| (v) When preparing position papers and updates | [] | [] |
| (vi) Other (Please specify) _____ | | |

4. SOURCES OF INFORMATION

(A) Which information sources do you rely upon most Pls. tick below. Please mention the language and to place where you have given the desired information.

| | | Yes/Nc | Languages(s) | Library | Office | Other |
|--------|---|--------|--------------|---------|--------|-------|
| (i) | News papers | Yes/Nc | | | | |
| (ii) | Magazine | Yes/Nc | | | | |
| (iii) | Book & Brochures | Yes/Nc | | | | |
| (iv) | Eminent Parliamentarians Monograph series. | Yes/Nc | | | | |
| (v) | Parliamentary privileges | Yes/Nc | | | | |
| (vi) | House journals | Yes/Nc | | | | |
| (vii) | Abstracts services on parliamentary procedures | Yes/Nc | | | | |
| (viii) | Gazettes | Yes/Nc | | | | |
| (ix) | Government officers | Yes/Nc | | | | |
| (x) | Constituents | Yes/Nc | | | | |
| (xi) | Other (Please specify) _____ | | | | | |

(b) Is your topic of interest adequately covered by any of the above sources.

Yes/No

5. COMPUTERIZED INFORMATION SERVICE

(a) Do you use Internet services frequently Yes/No

If yes (Please specify frequency)

Hours

(i) daily []

(ii) weekly []

(iii) fortnightly []

(iv) monthly []

(v) other (Pls. Specify) _____

(b) Why do you use internet services (Pls. tick)

(i) For accessing the information speedily Yes/No

(ii) For accessing current Information Yes/No

(iii) To get more political Information Yes/No

(iv) For communication purpose (E-mail/Chat etc.) Yes/No

(v) Any other (Pls. specify) _____

(c) Do you think on-line database services are essential.

If yes (Pls. specify the database) _____

(d) Do you consult the following items to know the parliamentary activities

Audio Yes/No

Video Yes/No

Microfiches Yes/No

Microfilm Yes/No

CD-ROM Yes/No